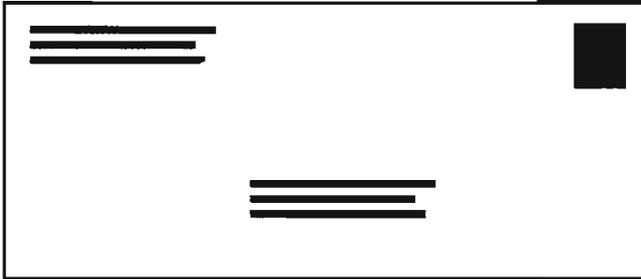
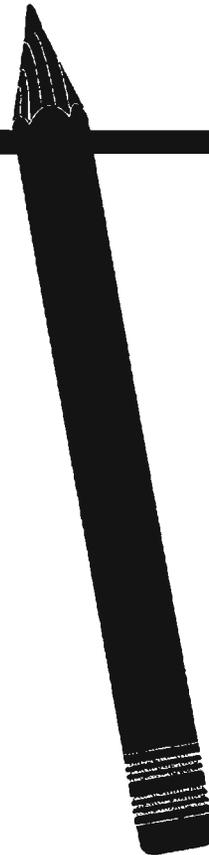
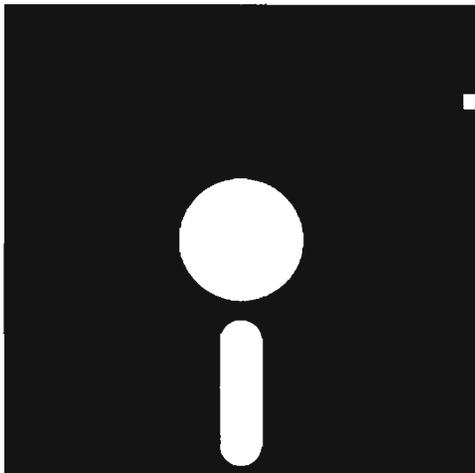


**U.S. GOVERNMENT
CORRESPONDENCE
MANUAL
1992**



**U.S. General
Services Administration**



U.S. GOVERNMENT CORRESPONDENCE MANUAL
1992

**An Ad Hoc Interagency Advisory Committee
for Correspondence Management Project**

**Sponsored by
U.S. General Services Administration
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FOREWORD

In 1960, the U.S. General Services Administration (GSA) established an Ad Hoc Interagency Advisory Committee on Correspondence Management. This committee prepared the first edition of the U.S. Government Correspondence Manual which GSA published. Similar interagency advisory committees were established in 1968, and again in 1977.

For this edition, GSA invited 80 Federal agencies to participate in a new Ad Hoc Interagency Advisory Committee on Correspondence Management. More than 30 agencies responded; some 50 Federal employees volunteered and attended committee meetings over a 2-year period.

The agency representatives were from two occupational groups: management analysts with responsibility for correspondence management in agency records management offices, and correspondence specialists from agency executive secretariats.

The committee thanks each individual for his or her contribution, with special recognition going to the following individuals:

The original draft of the Introduction was prepared by Diane R. Brady, Program Analyst, Internal Revenue Service, Department of the Treasury.

The following persons chaired working groups which revised the listed chapter: Chapter 1, Ellen E. Goss, Management Analyst, General Services Administration; Chapters 2 and 3, Adria A. Lipka, Management Analyst, National Aeronautics and Space Administration; Chapter 4, Bernadette Osolnick, Management Analyst, Minerals Management Service, Department of the Interior; Chapter 5, Robert C. McArtor, Chairman, Government Printing Office (GPO) Style Board.

The Bibliography was updated by Darwin Koester, Reference Librarian, General Services Administration. The entire project was prepared under the editorial direction of Committee Chairperson, Matthew Marmor, Chief, Records Management Branch, Information Resources Management Service, GSA.

INTRODUCTION

The *U.S. Government Correspondence Manual* provides Federal employees with guidelines for preparing correspondence. It serves to ensure compliance with the regulatory requirements of the Federal Information Resources Management Regulations (FIRMR), which states in subparagraph 201-9.103, that each Federal agency shall strive to “improve the quality, tone, clarity, and responsiveness of correspondence, and provide for its creation in a timely, economical, and efficient manner.”

Much of the Federal Government’s internal, interoffice, interagency, and public communications are conducted through the written word. Therefore, it is particularly important to compose letters and memorandums that are cordial, responsive, correctly written, and presentable. We must take positive action to meet high standards of correspondence in order to improve our efficiency and to render effective service to the public.

The *U.S. Government Correspondence Manual* is designed to simplify the preparation of official correspondence by achieving

uniform standards for Federal communication. These standards save time not only for authors, but also for typists and readers.

All correspondence must be planned and prepared carefully so that it can be read and understood with ease. The author should select the type of communication which best fits the purpose. Since the written word often forms the sole relationship between the sender and the recipient, it is essential that it create a favorable impression.

While many agencies have adopted their own custom-tailored “agency” correspondence manuals, this manual provides universal guidelines and procedures that are applicable throughout the entire Federal Government. It does not seek to supersede these “agency” manuals, but rather to provide additional working tools: to that end, it contains general requirements and instructions on the procedures and practices commonly used in the Federal Government. The information contained herein is applicable to all Federal employees who write, review, edit, sign, type, file, and control official correspondence.

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Chapter 1

MEMORANDUMS AND LETTERS

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Chapter 1

MEMORANDUMS AND LETTERS

INTRODUCTION

This part provides guidance for preparing memorandums and letters in a Federal department or agency. It details the preparation of closed and open memorandums, letters, record copy and assembly information, as well as the preparation of other special types of correspondence.

courtesy copy to the addressee only when requested. Keep other copies to a minimum to avoid unnecessary processing and filing. Provide information copies only for those who need to know.

Memorandums versus Letters

Use memorandums for correspondence within a department or agency, as well as for routine correspondence outside the department or agency. Letters should be used for correspondence addressed to the President or the Vice President of the United States, members of the White House staff, Members of Congress, Justices of the Supreme Court, heads of departments and agencies, State Governors, mayors, foreign government officials, and the public. Letters may also be used to address individuals outside the department or agency when a personal tone is appropriate, such as in letters of commendation or of condolence.

General Format

The following guidelines apply to all types of memorandums and letters.

Margins

When efficiency and economy are most important, margins of at least 1 inch and not more than 1-1/4 inches are recommended. When protocol and appearance are most important, short memorandums may be balanced vertically on the page. In such cases, right and left margins may be increased up to 1-1/2 inches. Bear in mind, however, that variations take more time to set up and can cause retypes, increase costs, and delay correspondence.

Stationery

Use agency stationery as follows:

<u>Letter and copies</u>	<u>First page</u>	<u>Succeeding pages</u>
Original letter	Letterhead	Plain bond
Courtesy copy or duplicate copy of original*	Letterhead or duplicate copy of original	Plain
Official file	Yellow (non- automated) White (automated)	Yellow (non- automated) White (automated)
All other copies	White	White

*NOTE: A courtesy copy that goes outside a major organization should include the letterhead imprint.

Spacing

All elements of a memorandum or letter should be double or triple-spaced from one another so that each part may be seen and read easily. When using a window envelope, the body of the memorandum should begin far enough down to ensure that none of the message shows through the window.

Style

Correspondence may be in full block, modified block, or indented style. In full block style, all elements are typed flush left. In modified block style, some elements are flush left. In indented style, paragraphs are indented and other elements may be centered, begin at the center, or flush right.

Types of copies

Always prepare an official record copy. For non-automated correspondence preparation, agencies should use only yellow stock paper for official file copies in paper form. In automated correspondence preparation, the record copy may be prepared on white stock paper and will be identified by typing "Official Record Copy" in the right top corner of the page. Provide a

Using Office Automation

Office automation can increase the speed and accuracy of correspondence preparation. Use it as much as possible.

Make use of office automation capabilities to program all correspondence formats that remain the same, such as margins, spacing, style, captions (if any), and the signing official's name and title. Recurring information can be stored for each signing official for whom an office must repeatedly prepare correspondence. This information may be used for memorandums and letters, official record copy information, and, when required, correspondence covering transmittal summary forms.

Offices with storage and recall capabilities should store all names, titles, addresses, and correspondence symbols for frequently used officials or other addressees. These should be updated regularly, as changes occur.

Clerical staff and program officials should be encouraged to use software "spelling check" features before printing out any correspondence.

MEMORANDUMS

Formats

Closed Memorandum Format

The closed memorandum format increases economy and efficiency because the preprinted captions are designed to show the address through a window envelope. It is cost effective for offices with a high volume of correspondence. (See Figures 1 through 3 for samples.) Advantages of using the closed memorandum format are:

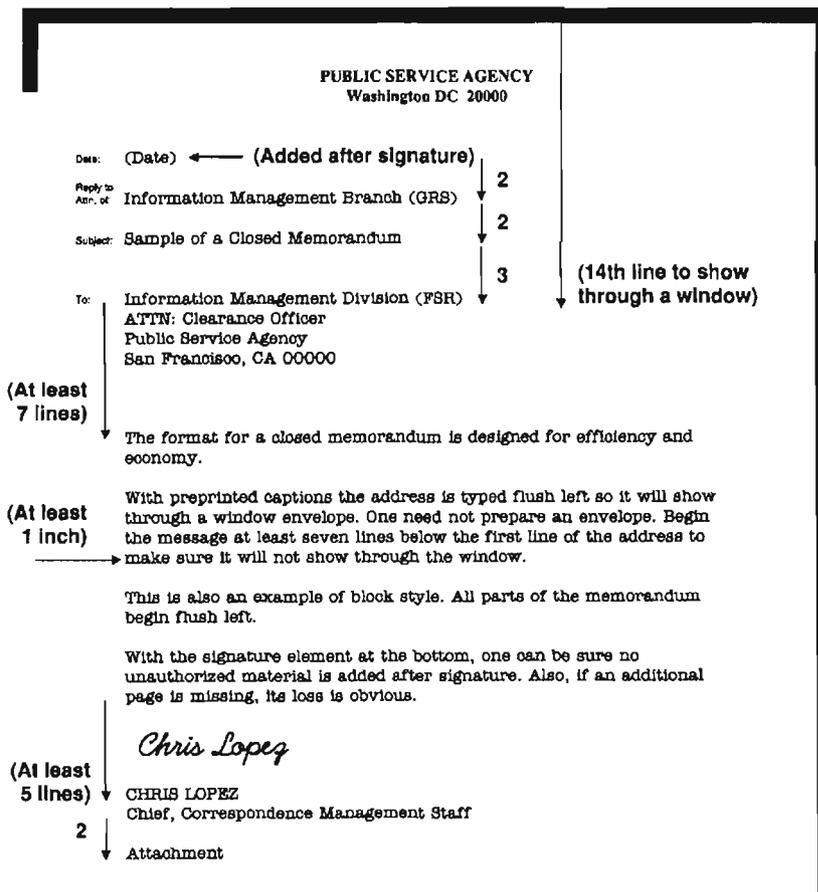
- Window envelopes reduce both cost and preparation time by eliminating the need to type envelopes.
- Preprinted captions save time by eliminating the need to count lines or make calculations to center the memorandum on the page.

- Placement of the signature at the end of a memorandum prevents unauthorized additions after it has been signed. Also, if an additional page is missing, its loss is obvious.

Open Memorandum Format

The open memorandum may be used when protocol and appearance are important. It allows a more personal and informal tone. (See Figures 4 through 6.) To save time in preparing open memorandums, all captions and frequently recurring information—such as signing officials' names and titles—may be stored in office automation equipment.

Figure 1. Sample of a Closed Memorandum (Window envelope, block style)



Date

If the date of the signing is known, include it when preparing the memorandum. Omit the date if the memorandum will be signed in another office. That office will add the date with a date stamp after it has been signed and will then dispatch the memorandum.

Captions (Closed Memorandum)

Sender's Reference

The "Reply to Attn. of:" or "FROM:" caption identifies the actual originating office. This may be several levels below the signer's office. The sender's reference therefore enables the recipient to direct questions to the office that can best provide answers about specific details. The sender's reference may

include only mail or correspondence symbols or it may include the title and symbol of the office. For example:

Reply to
Attn. of: BRXA-10

or

Reply to
Attn. of: Operations Branch (BRXA-10)

The sender's reference may include a reference to a specific record that the responding office may cite in its response. For example:

Reply to
Attn. of: Operations Branch (Contract #566A17)

Figure 2. Sample of a Closed Memorandum
(Nonwindow envelope, modified block style)

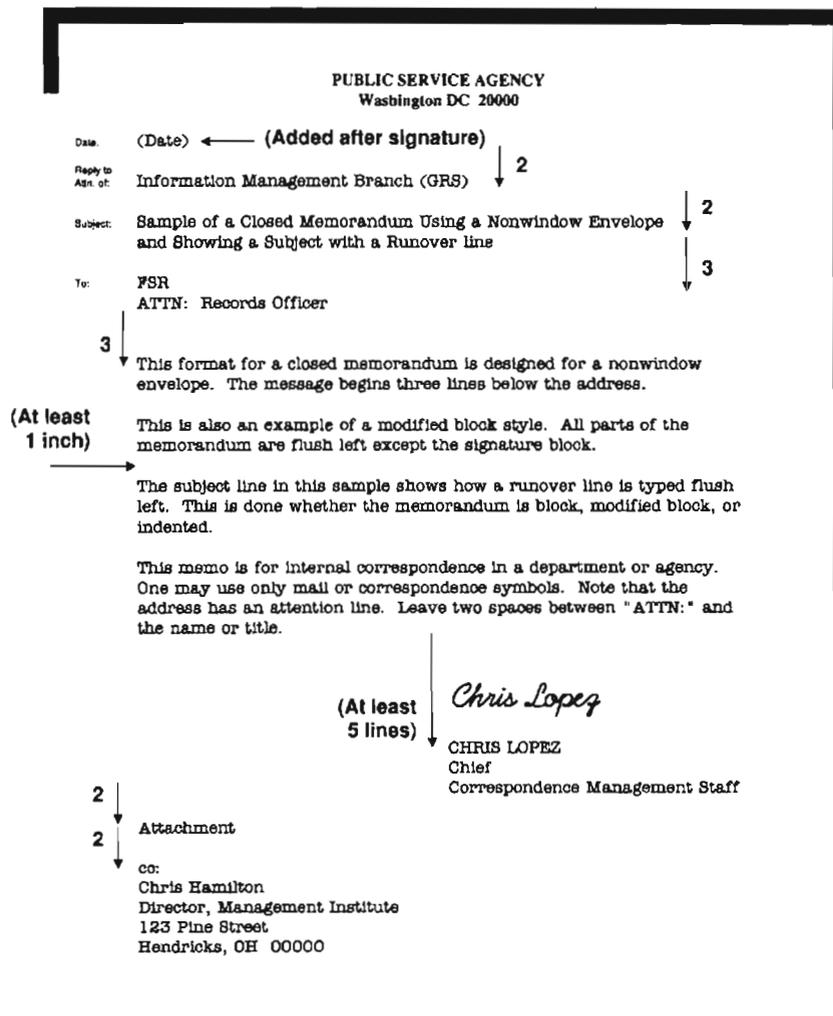


Figure 3. Sample of a Closed Memorandum
(Nonwindow Envelope, Multiple Addressees)

PUBLIC SERVICE AGENCY
Washington DC 20000

Date: (Date) ← (Added after signature)

Reply to
Attn. of Information Management Branch (GRS) ↓ 2

Subject: Sample of a Closed Memorandum Showing Multiple Addressees ↓ 2

AB, CS, HB, BRA-1 ↓ 3

3 ↓ This format for a closed memorandum is designed for a nonwindow envelope. The message begins three lines below the address.

The internal address above is for multiple addressees using only office symbols. After the memorandum is signed and copies are made, circle or make a checkmark by each office symbol in turn.

At least 1 inch) → Notice the attachment line. When attachments are not mentioned in the text, list them as below.

This sample also shows an approval line.

(At least 5 lines) ↓ *Chris Lopez*

CHRIS LOPEZ
Chief
Correspondence Management Staff

2 ↓ Attachments:
Word Division Supplement to the
GPO Style Manual
U.S. Government Correspondence Manual

2 ↓ Approved: DVSA _____ Date _____

Figure 4. Sample of an Open Memorandum
(Block style)

PUBLIC SERVICE AGENCY
Washington DC 20000

(Date) ← (Added after signature)

TO: Executive Directors
Regional Assistant Administrators

2 ↓ FROM: *Patrick Smith*
Patrick Smith
Director, Information Management Division (HR)

2 ↓ SUBJECT: Sample of an Open Memorandum

3 ↓ This is an example of a one-paragraph open memorandum which

(At least 1 inch) consists of less than 10 lines. Note that it is double-spaced.

→ This is also an example of block style.

Figure 5. Sample of an Open Memorandum
(Modified-block, "Thru" Line, Centered on the Page)

PUBLIC SERVICE AGENCY
Washington DC 20000

(Date) ← (Added after signature)

TO: Jan Jones
Associate Administrator (R)

2 ↓

THRU: Chris Hammersmith
General Counsel (G)
Patrick Smith

2 ↓

FROM: Patrick Smith
Director of Administration (H)

2 ↓

SUBJECT: Sample of an Open Memorandum, Centered on the Page

3 ↓

This is an example of modified-block. The date is centered and the optional signature (if any) begins in the center.

The "Thru" line is placed two lines below the last line of the address. The name, title, and symbol are below and in line with the addressee.

(At least 1 inch) → Some departments and agencies prefer the memorandum be balanced on the page to make it more attractive. This example has been balanced on the page.

This sample shows how attachments need not be named below if they are cited in the text.

2 ↓

Attachments (2)

Special Mailing Instructions

Avoid typing special mailing instructions on the memorandum unless special mailing is required. Special mailing services—such as SPECIAL DELIVERY, CERTIFIED, and REGISTERED—are expensive and should be used only when necessary.

When special mailing instructions must be included, type or stamp them in capital letters on the sender's reference line, beginning at the center of the line or flush right. When multiple instructions are required, type them on the same line separated by a spaced dash. For example:

Reply to
Attn. of: BRXA-10 SPECIAL DELIVERY—CERTIFIED

Subject

The subject should be brief (generally not more than 10 words). If captions are preprinted, type the subject flush with the left margin. Type runover lines flush with the left margin.

Referring to an Incoming Memorandum

When responding to a memorandum, use the same subject and refer to the incoming letter. For example:

Subject: Correspondence practices (Your ltr, 9/11/XX)

Referring to a Previous Memorandum

When sending a second memorandum to the same person before receiving a reply to the first, refer to the first outgoing memorandum. For example:

Subject: Correspondence practices (Our ltr, (9/11/XX)

Address

Internal Address —When a memorandum is sent through the internal agency mail system, it is efficient to use only an office mail symbol. When this symbol is not known, use the full office title. For example:

To: ABX-5 or To: Operations Division

Multiple Internal Addresses—When a memorandum goes to several addressees through the internal agency mail system, proceed as follows:

- Type only the office symbol(s). After the memorandum has been signed and copies made, either circle or place a check after each office symbol in turn. For example:

(First copy)
To: AB, CS, HS, BRA-1 or To: AB, CS, HS, BRA-1

(Next copy)
To: AB, CS, HS, BRA-1 or To: AB, CS, HS, BRA-1

- Type the full title that applies to all. After the signature, write the appropriate symbol on each copy at the end of the address or in the upper right corner. For example:

(First copy)
To: Regional operations branches (B)

(Next copy)
To: Regional operations branches (CS)

Full Address—If a memorandum is mailed through the United States Postal Service in a window envelope, type the address single-spaced and in block style. In order for the address to be seen through the window, each line must be no longer than 4 inches and the entire block must contain no more than five lines. Indent runover lines to avoid confusion. For example:

To: Chris Brown, Director
Technology and Information
Resources Division
ABC Company
Monrovia, CO 00000

Federal Agency Addresses—When sending a memorandum through the Postal Service to another office of one's agency or to another agency, include the office symbol in the address to speed internal delivery. For example:

To: Director
Information Management Division (DRT-5)
Public Service Agency
Washington, DC 00000

Attention Line—An attention line increases efficiency when the memorandum is important enough to be seen by the receiving office and can be routed promptly to the subordinate who will act on it. Type "ATTN:" flush left in the address. For example:

To: Information Management Division (RFC)
ATTN: Records Officer

Captions (Open Memorandum)

The Address Line

Begin "TO:" on the 14th typing line from the top of the page. For a shorter memorandum, begin more than 14 lines from the top to center the memorandum vertically. (Use judgment to avoid creating an unnecessary second page. If only a few lines will carry over, begin as high as the 11th line with no less than a 5-line margin at the bottom.) Include the addressee's full name and title, placing the mail or correspondence symbol (if any) in parentheses. When addressing more than one official, double-space and type the second addressee's name, title, and agency in alignment with that of the first addressee.

The "THRU:" Line

When sending a memorandum to an official through another person, double-space after the last line of the address and type "THRU:" at the left margin. Then align the name, title, and symbol with the addressee.

The Sender Line

Type "FROM:" in capital letters or initial caps two lines below the previous text. Align the sender's full name, title, and mail or correspondence symbol with that of the addressee.

The Subject Line

Type "SUBJECT:" in capital letters, flush left, two lines below the name of the sender. Align the subject in initial caps with the sender's name and title.

Body of the Memorandum

Spacing

Begin the body of the memorandum three lines below the last line of the address. When using a window envelope, begin at least seven lines below the first line of the address to make sure none of the body will show through the window. Single-space lines in the paragraph and double-space between paragraphs. Double-space one paragraph memorandums of 10 lines or less. Break long paragraphs into subparagraphs for easier understanding.

Identifying Paragraphs

Numbering and lettering paragraphs makes it easier to refer to them. Suggestions for numbering and lettering paragraphs are included in Figure 7.

Figure 7.
Numbering and Lettering Paragraphs

1. Numbering and lettering paragraphs can be helpful as a reference aid. When main paragraphs are not numbered, one may refer to them in numbers (such as "in paragraph 2") and assign letters to subparagraphs.

a. Subdivided paragraphs are more easily understood when identified with alternating numbers and letters. The following sequence is suggested: 1, a, (1), (a), 1, a, (1), (a).

(1) When a paragraph is subdivided, it must have at least two subdivisions.

(2) When citing a subparagraph, type it without spaces; for example, "subparagraph 1a(2)."

b. When letters are lengthy, underlined titles or captions will make it easier to read and reference.

2. Arrangements may differ from the ones shown here to meet special requirements, such as those for legal documents.

Carrying Over to the Next Page

Begin a paragraph near the end of a page only if there is room for at least two lines. When continuing a paragraph on the following page, carry over at least two lines. A single line or less (unless it is a single-line paragraph) at the top or bottom of the page may distract the reader.

Provide a Point of Contact

If appropriate, provide in the text the name of a contact person and his or her telephone number so the reader may follow up if he or she has further questions. (For exceptions, see Congressional and White House Correspondence.)

Succeeding Pages

Type succeeding pages on plain bond paper and number them.

Signature (Closed Memorandum)

Type the signer's name and title in the signature block at least five lines below the last line of text.

Optional Signature (Open Memorandum)

Instead of signing on the "FROM:" line, an official may choose to sign at the bottom of the open memorandum to ensure that nothing will be added after it has been signed. When this is the case, type the official's name at least five lines below the text.

Attachment(s)

Any additional material included with a memorandum is called an attachment. (With a letter, it is referred to as an enclosure.) Type "Attachment" flush left two lines below the signature block. If there is more than one attachment, indicate the number. When attachments have special importance or are not cited in the memorandum, list them. For example:

Attachments (2)

or

2 Attachments

or

Attachments:

Word Division Supplement to the GPO Style Manual
U.S. Government Correspondence Manual

Courtesy Copy

Avoid sending a courtesy copy to the addressee unless it has been requested. If the sending office wants the addressee to know a copy is being sent to others, type "cc:"—for "courtesy copy"—two lines below the previous line. For example:

cc:

Chris Hamilton
Director, Management Institute
123 Pine Street
Hendricks, OH 00000

or

cc: Director of Administration (XE-8)

or

cc:
XE-8

Approval Line

When approval, endorsement, or action by another official is requested, type the appropriate format below the signature block. At lower levels of an organization, a symbol on the same line is more efficient. For example:

Approved: _____
 Director of Administration (D) Date _____

or
 Concurrence: _____
 Director of Administration (D) Date _____

or
 Approved: DVSA _____ Date _____

LETTERS

Introduction

An attractive, consistently formatted letter can create a favorable impression. A more formal form of correspondence than memorandums, letters generally are not used within an

organization unless a personal tone is desired. Letters may be sent when addressing individuals outside the department or agency. (See Figures 8 through 11 for samples.)

Figure 8. Sample of a Letter
 (Block style)

PUBLIC SERVICE AGENCY
 Washington DC 20000

July 18, 19xx ← (Added after signature)

(14th line to show through a window) ↓

The Honorable Jan Anderson
 United States Senate
 Washington, DC 20510

2 or 3 ↓

2 ↓

Dear Senator Anderson:

2 ↓

This letter is an example of block style. All parts of the letter are flush left.

(At least 1 inch) →

Left and right margins are at least 1 inch and not more than 1 and 1/4 inches. Each part of the letter is double-spaced from the previous text. The signing official's name and title are typed at least five lines below the complimentary close. For attractiveness, one may choose to center the letter on the page.

This is an example of the letter to a Member of the United States Senate. See the chapter on forms of address for guidance on various forms of address.

2 ↓

When an enclosure is mentioned in the text, it may be cited as below. When enclosures are not mentioned in the text, list them.

2 ↓

Sincerely,

(At least 5 lines) ↓

Tyrone W. Sweissen

Tyrone W. Sweissen
 Administrator

2 ↓

Enclosure

Figure 9. Sample of a Letter
(Modified-block, Window Envelope)

PUBLIC SERVICE AGENCY
Washington DC 20000

July 15, 19xx ← (Added after signature)

(14th line to show through a window) ↓

Mr. Edwin Johnson, President
The Johnson Corporation
ATTN: Contracting Officer
100 Main Street
Any City, ST 00000

(At least 7 lines) ↓

2 ↓ Dear Mr. Johnson:

2 ↓ This letter is an example of modified-block style. The date is centered or flush right. The complimentary close and signature block begin at the center. Paragraphs are blocked.

For a window envelope, begin the address on the fourteenth line so it will show through the window. Begin the next text at least seven lines below the first line of the address to make sure it will not show through the window.

(At least 1 inch) ↓

Left and right margins are at least 1 inch and not more than 1 and 1/4 inches. Each part of the letter is double-spaced from the previous text. The signing official's name and title are typed at least five lines below the complimentary close.

This letter shows how an attention line may be included in the address. It also shows that when enclosures are not mentioned in the text, they should be listed as below.

2 ↓ Sincerely,

(At least 5 lines) ↓ *Pat W. Lopez*

Pat W. Lopez
Director, Correspondence Branch

2 ↓

Enclosures: Word Division Supplements to the
GPO Style Manual
U.S. Government Correspondence Manual

Date

If the date of the signing is known, include it when typing the letter. Omit the date if the letter will be signed in another office. The date will be added with a date stamp after the letter has been signed.

Optional Reference Line

A reference line may be included so that the reader may learn immediately what the letter is about. It may be double-spaced either before or after the salutation. For example:

Ref: Contract No. 53080

Special Mailing Instructions

Avoid typing special mailing instructions on the letter unless they are required for legal reasons. Special mailing services, (such as SPECIAL DELIVERY, CERTIFIED, and REGISTERED) are expensive and should be used only when necessary.

When special mailing instructions must be included, type or stamp them in all capital letters above the address, beginning at the center of the line or flush right. For more than one instruction, type both on the same line separated by a dash. For example: SPECIAL DELIVERY — CERTIFIED

Figure 10. Sample of a Letter
(Blocked, Routine, Salutation Omitted)

PUBLIC SERVICE AGENCY
Washington DC 20000

July 16, 10xx ← (Added after signature)

The ABC Company
100 Main Street
Any City, ST 00000-0000

2 or 3 ↓ SUBJECT: Format for a Routine Letter

2 or 3 ↓ This letter is an example of a letter where the salutation and complimentary close are omitted. The date is flush left, centered, or flush right.

(At least 1 inch) → The subject line is triple-spaced from the address and the body of the letter. Left and right margins are at least 1 inch and not more than 1 and 1/4 inches. The signing official's name and title is typed at least five lines below the last line of typing.

(At least 5 lines) ↓ *Pat W. Lopez*

Pat W. Lopez
Director, Correspondence Branch

2 ↓ Enclosure

Figure 11. Sample of a Letter
(Indented)

PUBLIC SERVICE AGENCY
Washington DC 20000

July 16, 19xx ← (Added after signature)

Robert Meers, President
Hills Manufacturing, Inc.
600 North Street
Any City, ST 00000-0000

2 or 3 ↓ Dear Mr. Meers:

2 ↓ This letter is an example of indented style. Paragraphs are indented. The date is centered or flush right. The complimentary close and signature block begin at the center.

(At least 1 inch) → Left and right margins are at least 1 inch and not more than 1 and 1/4 inches. Each part of the letter is double-spaced from the previous text. The signing official's name and title is typed at least five lines below the complimentary close.

2 ↓ Sincerely,

(At least 5 lines) ↓ *Terri Farnsworth*

Terri Farnsworth
Administrator

2 ↓ Enclosure

Address

The following guidelines apply to matters of letter format and content. For questions of titles, spelling, and other related matters, see Chapter 4, or the GPO Style Manual.

Format

Always single-space the address, blocked left. Indent a runover line to show it is a continuation. Assuming there is a 1-inch margin, the address line must be no longer than 4 inches to show through a window envelope.

Internal Mail Symbols

If the letter will be delivered by an internal mail system, include an internal mail or correspondence symbol to ensure prompt delivery.

Postal Service Requirements

When a letter goes through the U.S. Postal Service, the last line must contain only the city, State, and ZIP Code. Use only the U.S.P.S.-approved State abbreviations listed in Chapter 5. Use one or two spaces between the State and ZIP Code. The next to the last line must be the delivery point line, whether it is a street number and name; a street address with suite or apartment number; a box number followed by post office station; or a rural delivery route followed by a box number. For example:

000 Any Street, Suite 000
City, ST 00000

or

Suite 000000
Any Street
City, ST 00000

or

Box 00, Potomac Station
City, ST 00000

Attention Line

An attention line expedites delivery of the letter to the person who will act on it. When appropriate, type "Attention:" or "ATTN:" two lines below the address, flush left. Follow by two spaces and the individual's name. The salutation should state the addressee of the letter, not the person named in the attention line. (On the envelope the attention line must be within the address. Information placed below the city, State, and ZIP Code line cannot be read by automated scanners; it will require manual processing and slow delivery. (See Figure 12.)

Figure 12. Address

Letter and envelope the same:	Optional on letter only:
Director, Automation	Ms. Elizabeth Heiden
Management Division (MSF-1)	Records Management
ATTN: Correspondence Officer	Association of Virginia
Public Service Agency	5318 Colby Drive
Washington, DC 20000	McLean, VA 22030
	Attention: Ms. A. Cuomo
	Dear Ms. Heiden

Salutation

Type the salutation two spaces below the address (or optional separate attention line, if any). When using a window envelope, type the salutation at least seven lines below the first line of the address to ensure it will not be seen through the window. Always use a colon at the end. For routine letters, the salutation may be omitted. For further guidance, see Chapter 4.

Body

Spacing

Begin the body of the letter two lines below the salutation or previous text. Single-space lines in the paragraph and double-space between paragraphs. For short letters of 10 lines or less, double-space between lines and triple-space between paragraphs. Break long paragraphs into subparagraphs for better understanding.

Identifying Paragraphs

Numbering and lettering paragraphs makes it easier to refer to them. Further suggestions for numbering and lettering paragraphs are included in Figure 13.

Carrying Over to the Next Page

Do not begin a paragraph near the end of a page unless there is room for at least two lines. When continuing a paragraph on the following page, carry over at least two lines.

Providing a Point of Contact

If appropriate, provide in the text the name of a contact person and his or her telephone number so that the reader may follow up with further questions. (For exceptions, see "Congressional and White House Correspondence.")

Succeeding Pages

Type succeeding pages on plain bond paper and number them.

Complimentary Close

For the appropriate complimentary close, see Chapter 4. Type the complimentary close flush left if full blocked, or beginning at the center if modified blocked.

Signature Element

Type the signature element five lines below the complimentary close.

Format

Type the name on the first line and the title on the second. Indent runover title lines the same number of spaces as in the address.

Figure 13. Numbering and Lettering Paragraphs

1. Numbering and lettering paragraphs can be helpful as a reference aid. When main paragraphs are not numbered, one may refer to them in numbers (such as "in paragraph 2") and assign letters to subparagraphs.

a. Subdivided paragraphs are more easily understood when identified with alternating numbers and letters. The following sequence is suggested: 1, a, (1), (a), 1, a, (1), (a).

(1) When a paragraph is subdivided, it must have at least two subdivisions.

(2) When citing a subparagraph, type it without spaces; for example, "subparagraph 1a(2)."

b. When letters are lengthy, underlined titles or captions will make it easier to read and reference.

2. Arrangements may differ from the one shown here to meet special requirements such as those for legal documents.

Enclosure(s)

Type "Enclosure(s)" flush left two lines below the signature element. If there is more than one enclosure, show the number. When they have special importance, or are not cited in the letter, list them. (The abbreviation "Encl." may be used when the enclosure has been cited in the text.) For example:

Enclosures (2)

or

2 Enclosures

or

Enclosures:

Word Division Supplement to the
GPO Style Manual

U.S. Government Correspondence Manual

Separate Cover

If material cited in the text is sent under separate cover, type "Separate Cover:" flush left, two lines below the last line of text. List the material, even if it has been identified in the text. For example:

Separate Cover:

Membership List for Virginia

List of Records Officers for the State of Virginia

When the material is mailed, be sure to include with it a copy of the original letter.

Courtesy Copy

Avoid sending a courtesy copy to the addressee unless it has been requested. If the sending office wants the addressee to know a copy is being sent to others, type "cc:" for "courtesy copy" two lines below the previous line. For example:

cc:

Ms. Chris Hamilton
Director, Management Institute
123 Pine Street
Hendricks, OH 00000

or

cc: Ms. Chris Hamilton
Director, Management Institute
123 Pine Street
Hendricks, OH 00000

OFFICIAL RECORD COPY PREPARATION AND ASSEMBLY FOR SIGNATURE

Official Record Copy Information

The official record copy includes all relevant drafting information about the correspondence. Place it two lines below the last line of printed text or where space permits. (See Figure 14.)

Distribution of Copies

Type "cc:" for courtesy copies (or "bc:" for blind copies) two lines below the last line of text. On the same line or on the line below, type the symbol of the office maintaining official and reading copies as well as those of the offices receiving copies. Mark a copy for each recipient.

Identification Line

On the identification line type the office symbol; the author's (or drafter's) first initial and last name; the typist's initials; the date; the author's phone number; the electronic identification, such as the disk or the drive on which the electronic copy is stored and the title of the document; and the file symbol under which the official record is filed. If the document has more than one author, identify each of them. For example:

```
BCFG:EJames,CDavis:ejj:10/29/XX:423-8071:<Dir.A>  
format:file-9C1
```

Concurrences

Type "Concurrences:" flush left, two lines below the identification line. Provide enough space for the concurring official's full surname and six spaces for the date. Preprinted yellow concurrence sheets with blocks may also be used.

Notes

Type or handwrite any notes providing additional information that should be in the record.

Rewrites and Retypes

Each time a memorandum or letter is rewritten or retyped, an updated identification line should be added to the official record copy. (See Figure 16) Include the name of the person who rewrote it or the typist's initials. Replace and destroy all previous copies except the official yellow copy and the marked-up one. Mark through the previous official copy with a diagonal red line and staple it to the rewritten one. If the marked-up copy is other than the official yellow, fold it and place it on the top of the package for the attention of the rewriter or reviewer. If someone else did the retyping, that person's initials should be in the retype line.

Assembly for Signature

Assemble the memorandum or letter in a manner in which it can be easily (a) reviewed by the signing official and (b) dispatched by the signing level office. The assembly illustrated in Figure 17 is an efficient way for most Federal offices to assemble documents. Staple the yellow official file copy to all incoming material and background information. The order of assembly should be: first the routing slip (if any); the original letter; the courtesy copy (if any); then the yellow official record copy with background material and incoming correspondence; and finally any other copies.

Figure 14.
Official Record Copy Information
(Compact arrangement)

cc: BCFG (Official, reading files), B, BC, BCF
 BCFG:EJames:ej:10/29/XX:423-8071:[D1]<Dir.A>format:
 file-9C1

Concurrences: BCFG _____ Date _____ BCF _____ Date _____

BC _____ Date _____ B _____ Date _____

Note: Mr. Jones will provide Ms. Chase additional materials at the meeting next month.

Figure 15.
Official Record Copy Information
(Vertical arrangement)

cc:
 BCFG (Official file)
 B
 BC
 BCF
 BCFG (Reading file)

BCFG:EJames:ej:10/29/XX:423-8071:[D1]<Dir.A>
 format:file-9C1

Concurrences: BCFG _____ Date _____ BCF _____ Date _____

BC _____ Date _____ B _____ Date _____

Note: Mr. Jones will provide Ms. Chase additional materials at the meeting next month.

Figure 16.
Official Record Copy Information Showing a Rewrite and Retype

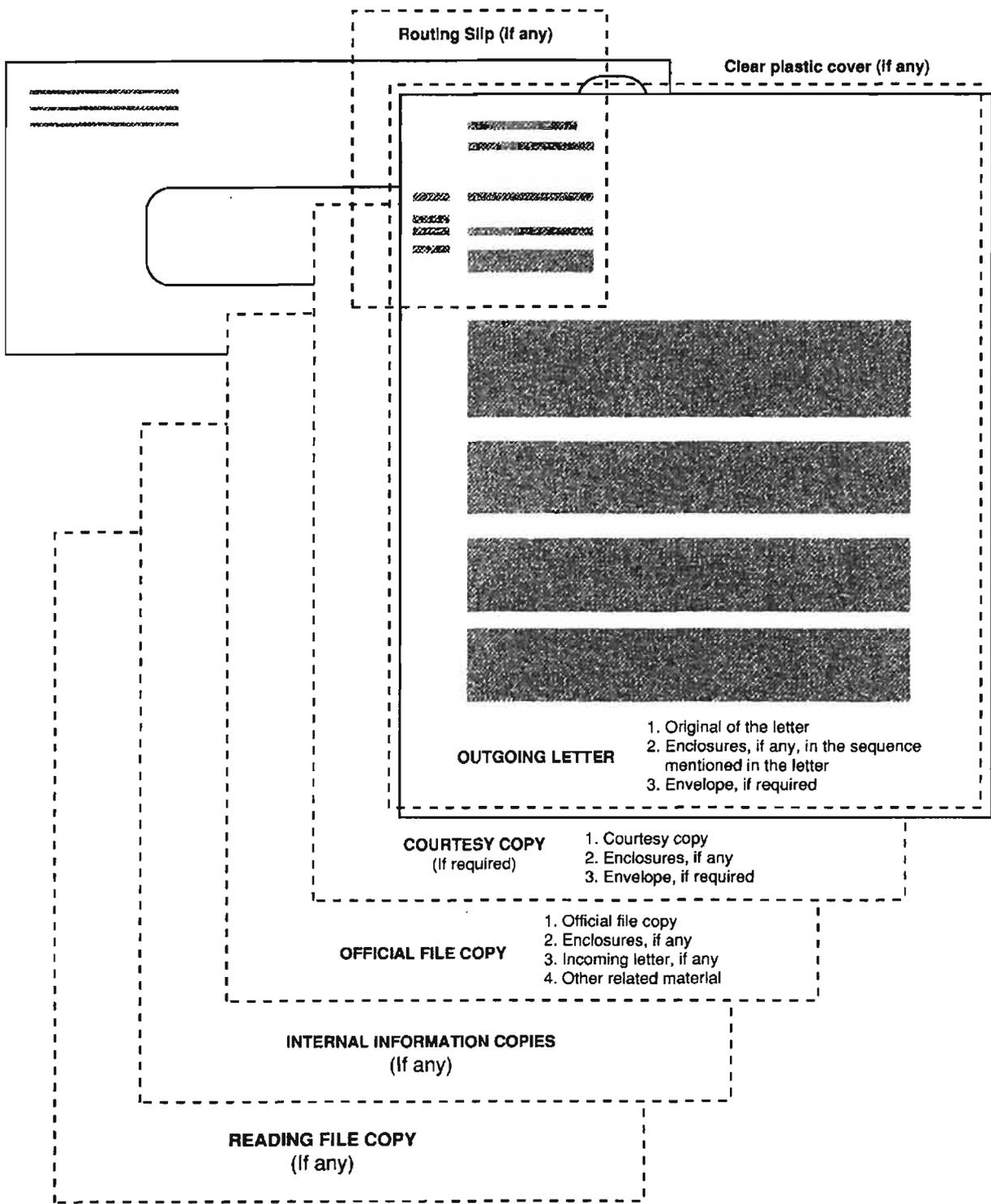
BCFG:EJames:ej:10/29/XX:423-8071:[D1]<Dir.A>format:
 file-9C1

Rewritten:BC:SThompson:ej:11/8/XX:423-8071:[D1]
 <Dir.B>format

(or)

Retyped:BCFG:EJames:mp:11/7/XX:532-
 3417:[D1]<Dir.B>format

Figure 17. Assembly for Signature



CONGRESSIONAL AND WHITE HOUSE CORRESPONDENCE

Introduction

This section provides guidelines for preparing and processing congressional and White House correspondence. The designated correspondence control unit in the agency will assign a control number and a suspense date before forwarding the correspondence to an office for action.

Definitions

Controlled Correspondence

Controlled correspondence is correspondence that requires a record of receipt and a timely reply.

Congressional Correspondence

Letters or memorandums sent or referred to an agency by Members of Congress or their staffs require direct replies to either the constituent or the Member.

White House Correspondence

When an agency receives letters or memorandums from the White House, it must respond directly to the sender or prepare a draft for White House consideration.

Congressional Correspondence

Constituent Correspondence

Letters received from constituents are frequently forwarded by Members of Congress to executive agencies. If such a letter is an original, return it to the Member of Congress, whether addressing the reply to the constituent directly or to the Member. When replying to the constituent, send the Congressman a copy of the reply. Individual constituents often send identical inquiries to several Members of Congress. In all cases, an original copy of the reply should be prepared for each Member who requests information from an agency.

Signed by the Member's Staff

If a letter from a Member of Congress is signed by a congressional staff member, address the reply to the Member rather than to the person who signed the letter.

Signed by a Congressional Committee Staff Official

If a letter from a congressional committee is signed by a staff official, address the reply to the committee chairperson rather than to the person who signed the letter.

Signed by More than One Member of Congress

If a letter is signed by more than one Member of Congress, address an original to each Member.

Away from Washington, DC

If writing to a Member of Congress in a district office, send a copy to the Washington office.

Former Members of Congress

Letters may be addressed to former members of Congress at the Senate or House of Representatives for a period of 30 days after they leave office. Thereafter, address replies to their home addresses.

Deceased Member of Congress

Address the letter to the secretary or the Administrative Assistant of the deceased Member unless someone else has been named to receive the correspondence.

After the Resignation of a Member

After a member resigns and before the congressional district has a new Member, address the correspondence to the office of the congressional district.

Signing Congressional Correspondence

Replies to congressional correspondence concerning an agency's policy or other substantive matter should be prepared for the signature of the head of an agency or the deputy.

Replies to congressional correspondence concerning routine matters should be prepared for the signatures of the appropriate officials authorized to do so in existing delegations of authority.

Extension of Suspense Date

If an extension of a suspense date is required, the action office should make the arrangement with the correspondence control unit.

Referrals from the White House

Upon receipt in an agency, White House correspondence should be routed to a correspondence control unit for reply by a

specified date. The White House may occasionally suggest the substance of a particular reply or the action to be taken on a particular letter.

OTHER TYPES OF CORRESPONDENCE

Introduction

Listed below are types of correspondence not considered routine. Refer to a department or agency handbook for further guidance.

Classified Correspondence

The level of security accorded correspondence (such as TOP SECRET, SECRET, CONFIDENTIAL, or others) depends on the degree of importance to national security. These designations are given to information which requires protection from unauthorized access. Classified documents being processed should be kept under constant control to ensure protection. Documents containing such information must be properly marked, transmitted, and safeguarded. Detailed procedures for such handling must be set forth in a departmental or agency handbook or directive in accordance with Executive Order 12356, National Security Information.

Sensitive Correspondence

Sensitive information is exempt from public disclosure by law and must be protected. Such information deals with personal privacy, privileged information furnished by persons or businesses, personnel, medical or investigative data, and internal policy matters.

Freedom of Information Act and Privacy Act Correspondence

Requests under the Freedom of Information Act (FOIA) and Privacy Act should be controlled; responses should be prepared in accordance with agency regulations.

Chapter 2

TIMESAVING CORRESPONDENCE

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TIMESAVING CORRESPONDENCE

When appropriate, a simple acknowledgment or an informal comment may be handwritten or typed and returned to the sender. Keeping a copy of the correspondence or comment is not usually necessary. However, if a file copy is needed, make a copy after adding comments. Examples of timesaving methods used throughout the government are illustrated in this chapter.

Memorandum of Call

Use Standard Form 63, Memorandum of Call, to inform office personnel of a visitor or telephone call. The form is self-explanatory. (See Figure 18.)

Figure 18. Memorandum of Call

Routing and Transmittal Slip

Use Optional Form 41, Routing and Transmittal Slip, to make brief comments about correspondence or documents routed to one or more addressee. Both sides of the slip may be used.

To indicate any action for an addressee, number the appropriate block to agree with the addressee's number. A recipient may add other addressees to the slip. The slip will be forwarded, with any enclosure, to the next addressee after it has been initialed and dated. (See Figure 19.)

Figure 19. Routing and Transmittal Slip

Two-Way Memo

Use a Two-Way Memo, Optional Form 27, to send an informal message within your agency or to another government agency. OF 27, a multipart form which provides copies for both originators and addressees is designed to be sent and returned in a window envelope. After completing the two-way memo, keep a copy and send the original and the remaining copy to the addressee for return reply. (See Figure 20.)

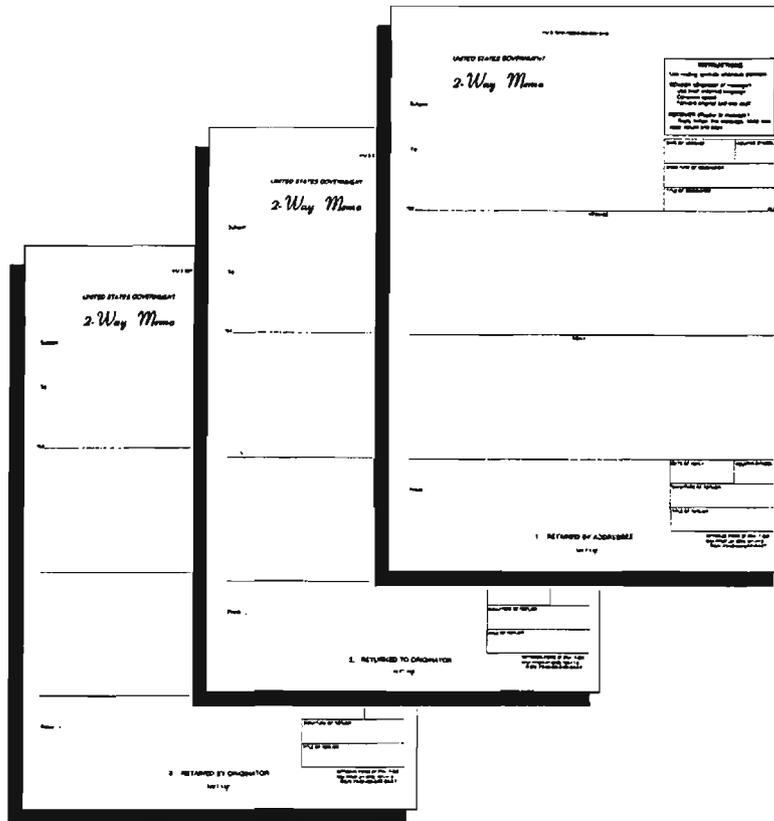
Informal Replies

It is appropriate to indicate acknowledgments, receipt of, and answers to routine requests on original incoming letters. After adding a response to the original, return it to the sender. (See Figures 21 and 22.)

Electronic Communications

Electronic communications are used for transmitting correspondence when speed and responsiveness are important and a written record is required. While costs may be measurable in terms of on-

Figure 20. Two-Way Memo



line access and services - and while these costs may be comparatively higher than a paper message - their value is immeasurable in terms of resources saved and enhanced timeliness.

Some government agencies have central communications centers which are responsible for ensuring the economical and effective dissemination of electronic communications. Other agencies place the responsibility on individual managers. Because the technologies consist of an everchanging, increasingly complex and sophisticated set of options, this chapter provides only a general description of some current modes of record communications. Each government organization should formalize the procedures which are unique to its record communications systems.

Teletype

Teletype provides point-to-point transmission and receipt of conventional messages between Federal, State, and local government agencies; institutions; commercial systems; and private individuals. It provides a means to transmit messages to any destination in the world via Telex, Teletypewriter Exchange Service (TWX), Mailgram, Cablegram, and Private Message Service (PMS—commonly known as the “telegram”). The type of service used, among other factors, is determined by the

communications equipment available on the receiving end.

Ordinarily, when the recipient does not possess communications equipment, a Mailgram, Cablegram, or PMS might be sent. Telex and TWX messages are sent to locations possessing either Telex or TWX terminals.

Mailgrams—This automated mail service provides for the transmission of official messages through the computerized Western Union system to post offices throughout the United States and Canada. A Mailgram processed one evening is delivered in paper form by the U.S. Postal Service the next business day.

Mailgram service allows an office to send one text to multiple addresses via the same transmission. The messages may be transmitted to recipients in private homes or business offices. Mailgrams should not be used for the delivery of messages to individuals at transient addresses (such as hotels) or for emergency or priority messages.

Cablegrams—Cablegrams are messages requiring same day or next-day delivery that are transmitted via teletype to international locations.

U.S. Mail, due to transmission times or by electronic mail or teletype due to the lack of signature or alteration of form.

Guidelines might provide for authorizing the signature; the address form for items not properly addressed for transmission; and the urgency of the message.

Electronic Mail Systems

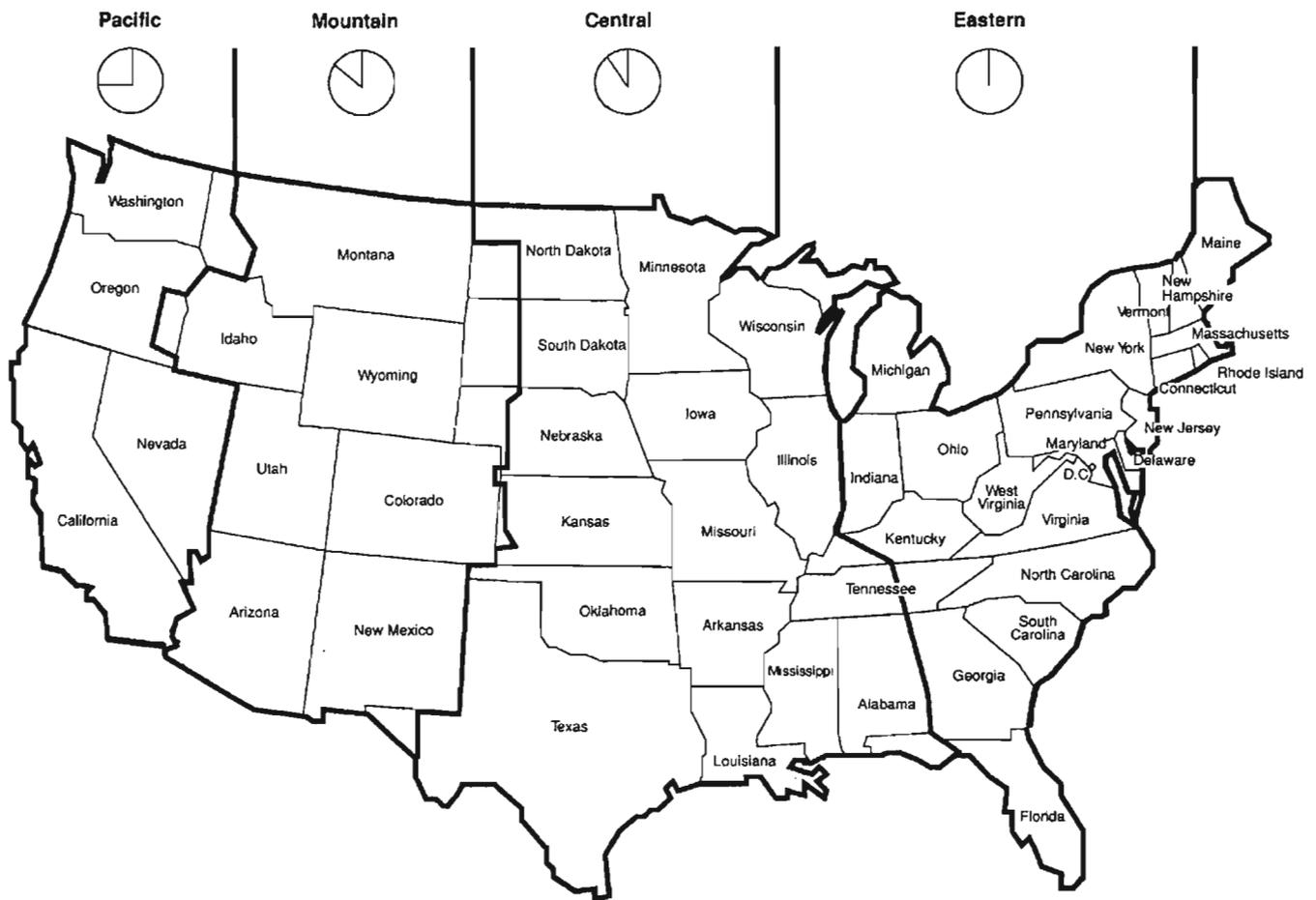
Electronic mail systems (EMS) are automated systems for the interoffice and interagency transmission of textual information. They are computerized systems which use keyboard-operated video display terminals, hard-copy terminals, personal computers or communicating processors as input-output devices. Transmission via EMS becomes more cost-effective as traffic volume increases. Agencies with EMS capability must ensure compliance with governmentwide policies and standards on Federal information processing. Since each system is unique, procedures must be specific to that system.

Information transmitted by EMS is subject to the requirements for records and information prescribed by chapters 29, 31, and 33 of Title 44 of the United States Code. The information transmitted must be created, maintained, used, and disposed of in accordance with these specifications. Depending on the character of the text, information suitable for documentation should be transferred intact from EMS to another medium—such as paper, microfilm, diskette, or computer tape—by either the recipients or the originators.

Guidelines for Use

As stated in the preceding paragraphs, each agency should issue its own guidelines and procedures for the use of its particular communications systems. These guidelines should contain conditions and criteria for use of the various systems available; precedence of types of messages (relative importance and urgency); security considerations; formatting requirements;

Figure 23. Time Zone Map



copying provisions; and official record copy designations. Figure 23, has been provided for the convenience of workers scheduling transmission times for messages.

Standard Form 14, Telegraphic Message, illustrated in Figure 24, is prescribed for preparing official Government telegrams, teletype messages, and other messages for transmis-

sion by wire, cable, or radio communications facilities. Appropriate special forms may be used in lieu of the SF 14 for messages transmitted by facsimile and for certain data messages requiring a prearranged format. Brief instructions are provided below; however, each utilizing entity should elaborate on its completion within the guidelines for its own unique systems.

Figure 24. Standard Form 14, Telegraphic Message

Name of Agency

Type the name of agency, your office or organizational unit, and your location.

Precedence

Type the proper precedence indicators for the action copy and for any information copies.

Type of Message

Indicate whether the message is single, book, or multiple-address.

Security Classification

If the message is classified, stamp the proper classification in the space provided at the bottom and top of the form.

Accounting Classification

Type the appropriate symbol or identification for internal accounting. If the telegram is to be sent collect, type "collect."

Date Prepared

Type the date on which you prepare the form.

For Information Call

Type the name, office symbol, and telephone number of the person the communications unit can contact for additional information.

Typing Guideline

Type no further than this line if using a typewriter with elite type.

Page Number and Number of Pages

Show the individual page number and the total number of pages.

TELEGRAPHIC MESSAGE		
<small>NAME OF AGENCY</small> General Services Administration Information Resources Management Service Washington, DC 20405	<small>PRECEDENCE</small> ACTION: R INFO:	<small>SECURITY CLASSIFICATION</small> UNCLAS
<small>ACCOUNTING CLASSIFICATION</small> XYZ-1234/O/X.123	<small>DATE PREPARED</small> 3-6-91	<small>FILE</small>
<small>FOR INFORMATION CALL</small>		
<small>NAME</small> John Smith, KLMN	<small>PHONE NUMBER</small> 354-1234	<small>TYPE OF MESSAGE</small> <input checked="" type="checkbox"/> SINGLE <input type="checkbox"/> BOOK <input type="checkbox"/> MULTIPLE-ADDRESS
<small>THIS SPACE FOR USE OF COMMUNICATION UNIT</small>		
<small>MESSAGE TO BE TRANSMITTED (Use double spacing and all capital letters)</small>		
TO: MIDWESTERN MANAGEMENT CENTER ATTENTION: JOHN DOE FEDERAL SERVICE AGENCY 4271 OAK STREET KANSAS CITY, MO 64131 URTL 3-6-91 USE OF SF 14 "TELEGRAPHIC MESSAGE" FOR ORIGINAL OF EACH PAGE OF A TELEGRAM. TYPE CARBON COPIES ON PLAIN TISSUE. FOR MULTIPLE PAGE TELEGRAMS FILL IN ALL APPLICABLE SPACES ON FIRST PAGE. ON SUCCEEDING PAGES FILL IN SPACES FOR SECURITY CLASSIFICATION, PAGE NUMBER, AND NUMBER OF PAGES. SHOW DISTRIBUTION OF CARBON COPIES ON TISSUE COPIES ONLY. SKIP A LINE AFTER SIGNATURE ELEMENT AND TYPE "CC" FLUSH WITH LEFT MARGIN. ON NEXT LINE BEGIN LISTING NAMES, TITLES, OR SYMBOLS OF INDIVIDUALS OR ORGANIZATIONAL UNITS RECEIVING COPIES. CHECK A COPY FOR EACH ADDRESSEE. TYPE IDENTIFICATION OF OFFICE, WRITER, AND TYPIST ON TISSUE COPIES ONLY. SKIP A LINE AFTER LAST LINE OF DISTRIBUTION LISTING AND TYPE OFFICE SYMBOL, IF ANY, WRITER'S INITIALS AND SURNAME, TYPIST'S INITIALS, AND DATE OF TYPING. HARRY BROWN, KMPI CHIEF, INFORMATION MANAGEMENT BRANCH		
		<small>SECURITY CLASSIFICATION</small> UNCLAS
<small>PAGE NO.</small> 1	<small>NO. OF PGS.</small> 1	

Chapter 3

ENVELOPES AND MAILING

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Chapter 3

ENVELOPES AND MAILING

ENVELOPES AND MAILING LABELS

When correspondence is to be mailed, an envelope or an address label will always have to be prepared. Internal and electronic mail are the only exceptions. The proper use of envelopes and mailing procedures will result in quicker delivery time and in cost savings for the government. A comprehensive guide to cost-effective mailing practices follows:

Internal Mail

When transmitting mail within an agency, use U.S. Government Messenger Envelopes—Standard Forms 65-A, 65-B, and 65-C. (See Figure 25.) For other internal mailing procedures, follow the agency's individual guidelines.

Choosing the Right Envelope and Mailing Label

There are two basic types of official mailing envelopes. One is the penalty envelope which has the notation "Postage and Fees Paid" along with the agency name and sampling number below the indicium in the upper right corner of the envelope. It also has the agency name and return address, the notation "Official

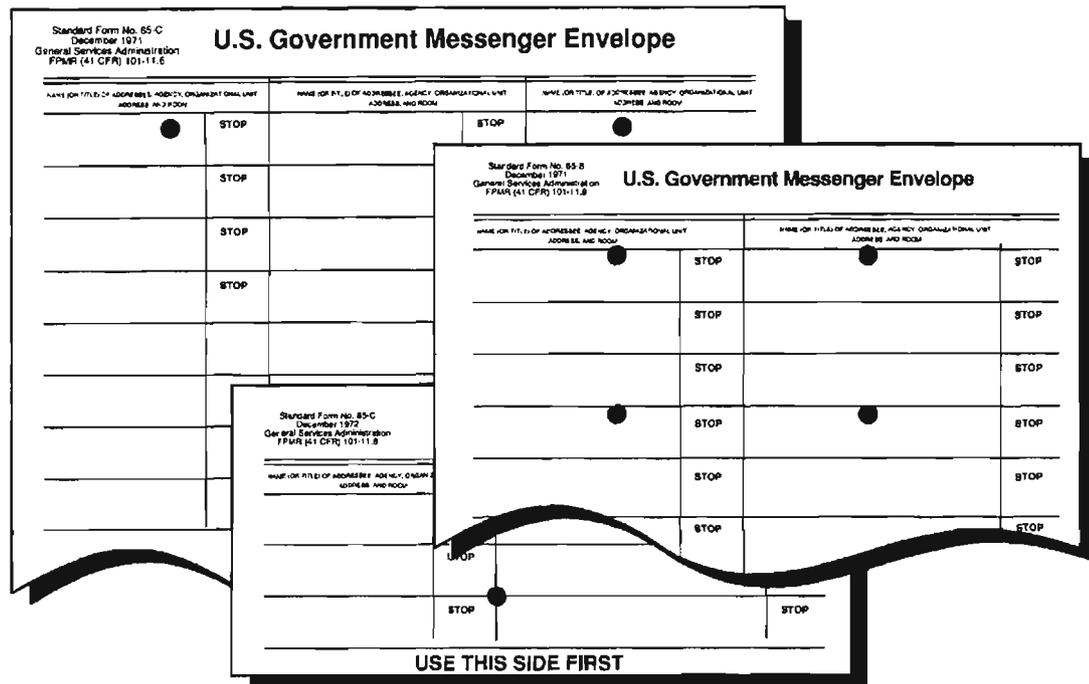
Business", and the statement "Penalty for Private Use \$300" in the upper left corner of the envelope. (See Figure 26.)

The second type is the metered mail envelope used with postage meters in the mailrooms of Federal agencies. This envelope has the same markings in the upper left corner as the penalty envelope, but it is blank in the upper right corner where the meter stamp is applied. (See Figure 27.)

Mailing labels are used on packages and oversize plain envelopes. There are two types of mailing labels, one of which has the same notations as the penalty envelope, and another which is blank in the upper right corner and is used only with metered mail. (See Figure 28.)

Letter-Size Envelopes—Use window envelopes whenever possible: they eliminate a second typing of the address, the possibility of typing errors, and the time-consuming process of matching letters and envelopes. (See Figure 29.) Also, use window envelopes for United States Government Memorandums, Optional Form 10, and similar informal agency letterhead. (See Figure 30.) If a window envelope cannot be used for any reason, substitute a regular nonwindow envelope.

Figure 25. U.S. Government Messenger Envelopes



Oversized Envelopes—Never use a large flat envelope to mail a short letter solely because it looks better unfolded. Mailing costs are much higher for large flats than for letter-size envelopes in which the enclosed letters are folded in thirds. Figure 31 illustrates the difference in sizes of mailing envelopes. (NOTE: Consult your local post office for current postage rates.)

You should use the red, white and blue 9- by 12-inch, all-you-can-fit envelopes. These have the words “Priority Mail” imprinted and are available from local USPS Offices.

Use large flats primarily for mailing multiple enclosures, such as pamphlets, brochures, handbooks, manuals, and similar

printed matter. Clearly mark or stamp the envelope with the words “THIRD CLASS”, in order to take advantage of the lower postage rates for printed matter.

Do not enclose a letter with heavy printed matter because then the envelope must be mailed at the higher first class rate. If a letter is needed, send it under separate cover. If a plain envelope is being used, the appropriate mailing label for either penalty or metered mail must be attached. Provide a business reply postal card whenever the government will benefit by paying the return postage. (See Figure 32.)

Figure 26. Standard Penalty Indicia Format

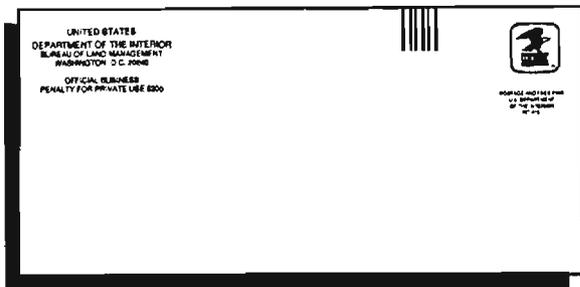


Figure 27. Metered Mail Envelope

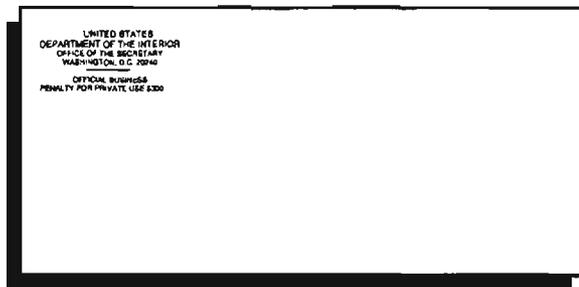


Figure 28. Mailing Labels Standard Penalty Indicia and Metered Mail

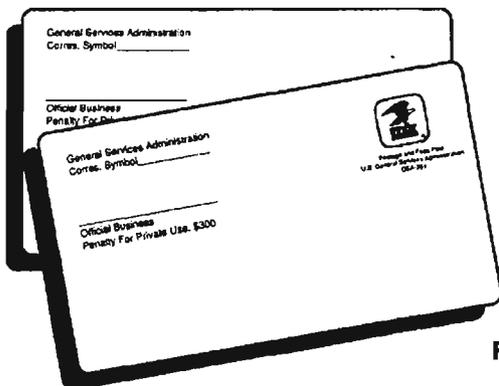


Figure 29. Window Envelope

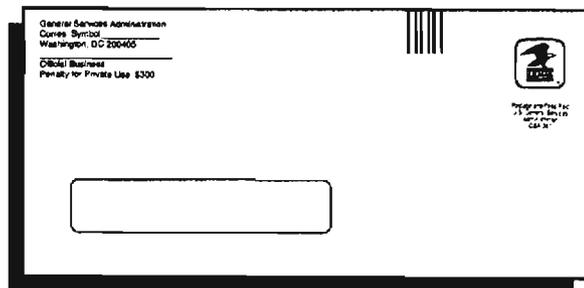


Figure 30. Window Envelope for Metered Mail with Optional Form 10

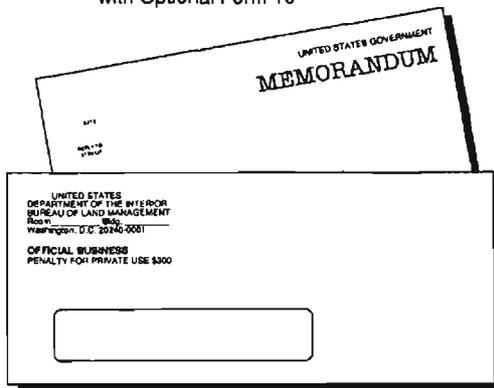


Figure 31. Envelope Selection

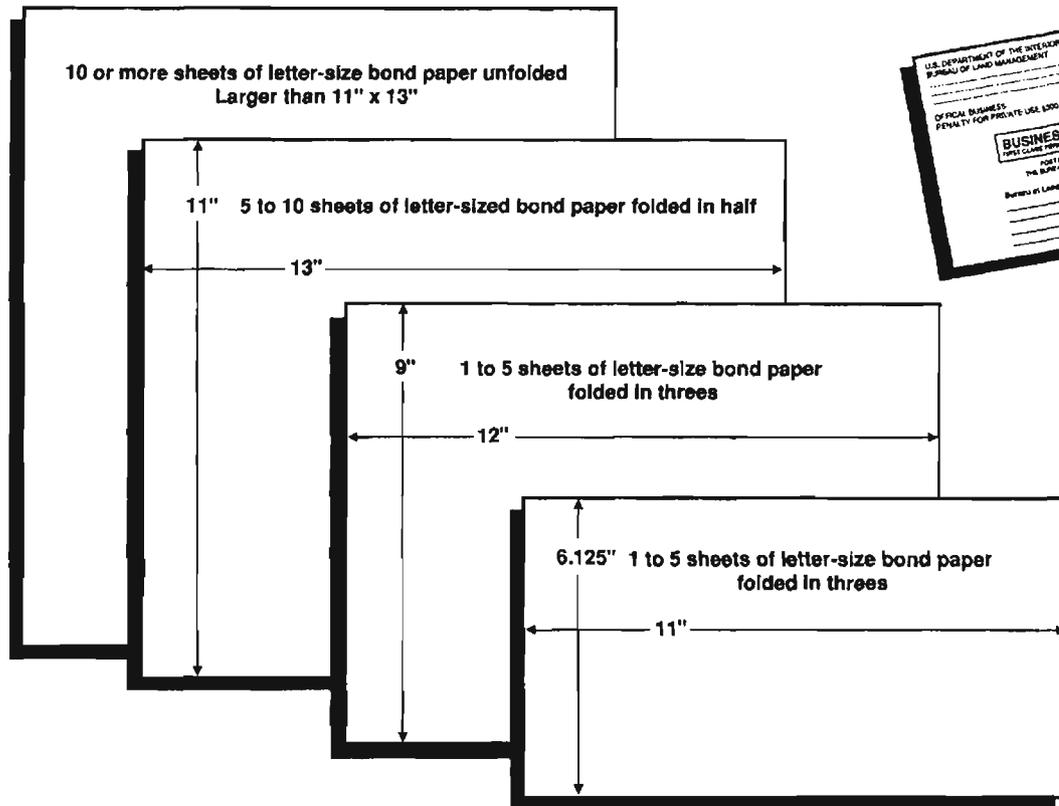
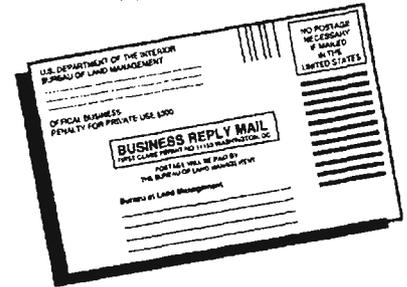


Figure 32. Business Reply Post Card



TYPING AND MAILING INSTRUCTIONS

Agency and Interagency Messenger Services

When a routing slip is addressed for delivery by an agency messenger, it must contain sufficient information to ensure delivery. In most cases, the office symbol of the addressee or the abbreviated name of the office will suffice.

For interagency messenger mail, include the agency name, street address, and room number, and, if applicable, the "stop" number or office symbol.

When addressing an internal U.S. Government Messenger Envelope (Standard Form 65-A, 65-B, or 65-C), first cross out the used spaces. Then enter the office symbol and name of the new addressee in the first available blank space.

U.S. Postal Service Mail

Return Address—The return address, if not printed on the envelope, should be typed or stamped in the upper left corner above the words "Official Business." Include the originator's office symbol or mail "stop" below the return address.

Special Mailing Instructions—To prepare the envelope for a letter requiring special mail service, type (or preferably stamp) the mailing instruction above the address in the top center of the envelope. This includes such special mail handling services as **CERTIFIED**, **REGISTERED**, **INSURED**, **C.O.D.**, **RESTRICTED DELIVERY**, and **RETURN RECEIPT REQUESTED**. (See Figure 33.) If more than one mailing instruction is used, stamp or type each instruction on a separate line, one below the other. (See Figure 34.)

If special service is required for supplied business reply envelopes, these envelopes must be preprinted with the type of service desired. (See "Types of Mail Service" in this chapter for detailed information about postal classes.)

Preparation of Registered Mail—Registered mail must be securely sealed. The post office has different requirements for sealing letter-size envelopes, flats, and packages. Consult the agency mailroom or the local post office to determine the requirements for registered mail.

Figure 33. Special Mailing Instructions

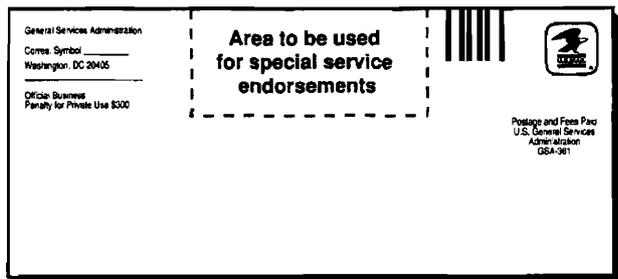
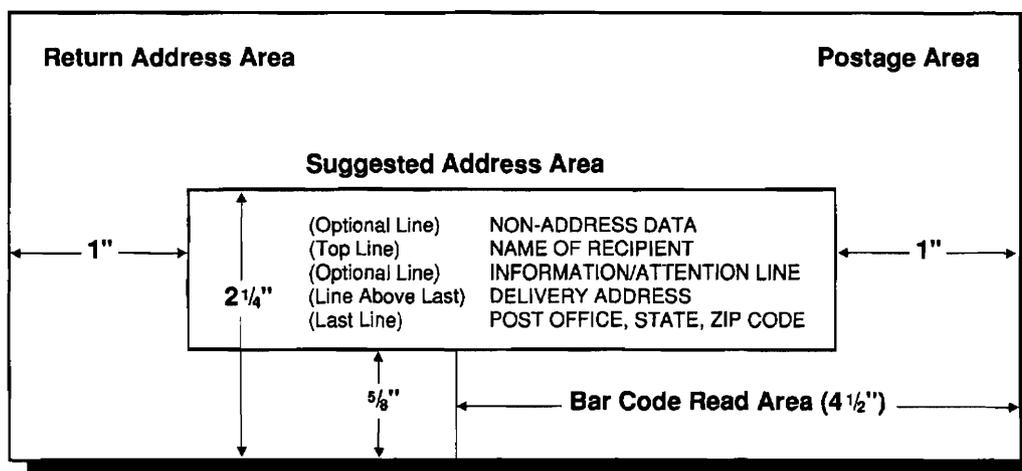


Figure 34. Two Special Mailing Instructions



Figure 35. Address "Read-Zone"



Last Line of Address Must be Completely Within White OCR Area

Arrangement of Address

Single-space the address on the envelope or mailing label. All lines of the address must be in block style. If a line is too long, indent its continuation on the next line. All addresses on letter-size envelopes must be centered within the address "read-zone." (See Figure 35.) If the envelope is less than 9 inches long, the "read-zone" extends to its right edge.

Federal agencies must use the U.S. Postal Service's two-letter abbreviations for the States of the United States, the District of Columbia, Guam, the Commonwealth of Puerto Rico, and the Virgin Islands. Additional abbreviations are included in Chapter 5. Type the two-letter abbreviation without periods or spacing on the last line of the address, one space after the comma used to separate city and State.

Use ZIP Codes in both the mailing and return addresses on all correspondence. A National Five-Digit ZIP Code Directory, USPS Publication 65, is published annually by the U.S. Postal Service. (Contact your agency supply unit for a copy).

Type the ZIP Code on the last line of the address, one to two spaces after the last letter of the State.

Type "ATTN:", when appropriate, immediately below the addressee's name followed by the name of the person to whose attention the mail is directed. For example:

John Dawson, Inc.
 ATTN: Mr. James Brown
 1500 DeWitt Clinton Avenue
 New York, NY 10029

TYPES OF MAIL SERVICE

The following types of mail service are available for official U.S. Government mail.

Intra- and Inter-Agency Mail Services

Mail addressed to individuals within the same agency in the same or an adjacent building will be delivered by the agency's messengers. Under special conditions, the messenger may also deliver mail to addresses in other agencies within the same city. (See Figure 25 of this chapter.)

Expedited (Overnight) Mail

Through a competitive process, the U.S. General Services Administration periodically awards a commercial carrier the government contract for domestic overnight mail services.

The use of the GSA expedited mail contract carrier is mandatory for civilian agencies. The Department of Defense (DOD) may also use the GSA contract carrier, but it is not mandatory for DOD.

The U.S. Postal Service also offers an overnight mail service known as Express Mail. This service is authorized when it is the most cost-effective alternative and when the only available address is a post-office box.

Each Federal agency should have a directive on the subject of expedited (overnight) mail to provide guidance on the available services and the rates for both contractor-expedited and Express Mail. The rates will vary with the weight of the mail and its destination.

Because the contract carrier is required to provide pickup and delivery service, door to door, the mail must have a complete street address and a room number. If the room happens to be a large open room with many work-stations, specific delivery instructions are necessary to assist the carrier in locating the addressee's desk.

When the contractor-expedited service is desired, telephone the contract carrier or deposit the mail piece in a lobby drop box (if one is provided by the carrier). The mail piece will be picked up within 2 hours after the carrier has been contacted by telephone. Packages must be wrapped securely and there are restrictions on the mailing of hazardous materials.

In order to control mailing costs, expedited mail service should be used only when the mail piece must reach its destination overnight. The service should not be used on Fridays (unless the addressee's office will be open on Saturday) or prior to holidays.

U.S. Postal Service

Always use the most economical method of mailing possible. Agencies must reimburse the U.S. Postal Service annually for the dispatch of all mail. When a large amount of mail is sent to one

destination, send the copies under one cover rather than in separate envelopes. This will save envelopes, time, and postage.

Select the proper mail classification or service to be used in order to achieve economy as well as efficiency. A description of the principal mail services offered by the U.S. Postal Service follows:

Express Mail—Express Mail is a high-speed, high-reliability service available to Federal mailers for the shipment of any mailable matter. Four basic services are available: Same Day Airport, Custom Designed, Next Day, and International. Maximum weight is 70 pounds.

Charges for the service are based on the actual shipments made and are not subject to sample. Each agency has been assigned a three-digit agency code (an optional five-digit agency cost code may also be added for internal agency tracking purposes) which must be used each time a shipment is made. The three-digit agency code identifies the agency to be billed for the shipment. Contractors acting as agents for Federal agencies must also use the three-digit agency code.

Specific information on rates, service details, and preparation requirements should be obtained from a Postal Account Representative or an agency mail unit.

Use Express Mail when overnight delivery is required and the only available address is a post office box. It can also be used when its rates are competitive with those of the GSA contract carrier.

First-Class Mail—After Express Mail, First-Class is the fastest standard service for domestic mail.

Use First-Class Mail for handwritten and typewritten correspondence and other material requiring speedy delivery. The U.S. Postal Service will treat all pieces weighing 11 ounces or less as First-Class Mail unless they are endorsed to a lower class.

Priority Mail (Heavy Pieces)—Priority Mail is the next fastest available mail service for mail weighing over 11 ounces and not more than 70 pounds.

Use Priority Mail only when speed of delivery is critical. Pieces over 11 ounces will be treated as third- or fourth-class mail by the Postal Service unless they are endorsed as priority mail.

Third-Class Mail—Bulk Rate. Bulk rate mail must be prepared as permit imprint material. It requires U.S. Postal Service permit and special premail sorting and preparation by ZIP Code. Rates are applied to mailings of identical pieces of printed matter and merchandise sent to different addresses in quantities of not less than 50 pounds or 200 pieces. Savings may exceed 50 percent of First-Class postage on pieces weighing 1 ounce or less. Check

with the agency mail unit for instructions on how to prepare bulk-rate mail.

Use the bulk-rate instead of First-Class for qualifying mail when speed of delivery is not essential. Each piece must weigh under 16 ounces and must be identical in size, weight, and number of enclosures. The printed text need not be identical. Consult the local post office on bulk-rate mailing permits.

Single-Piece Rate—Low-cost service for single pieces of printed matter and merchandise weighing over 4 ounces and less than 16 ounces.

Use the single-piece rate instead of First-Class for qualifying mail when speed of delivery is not essential.

Fourth-Class Mail (Parcel Post)—Fourth-Class mail is the least expensive mail service for printed matter and merchandise weighing between 1 and 70 pounds. A lower special fourth-class rate with no minimum limitation is available for books weighing up to 70 pounds. Qualifying books must contain at least eight pages and either consist only of reading matter or bibliography, or consist of reading matter with only incidental blank spaces for notation. The U.S. Postal Service indicates that parcel post items should be delivered anywhere in the 48 contiguous States within 2 to 7 days.

Use parcel post for qualifying mail when quick delivery is not essential.

Registered Mail—Registered Mail provides a secure mail service. It provides evidence of mailing and delivery. In order to be registered, mail must be sent as First-Class or Priority Mail. Delivery can be restricted to the addressee. For an additional fee, a return receipt (proof of delivery) can be obtained from the addressee.

Use Registered Mail only when required by law for material that requires security and protection. Obtain return receipts only when the sending agency requires proof of receipt by the addressee for its records.

Certified Mail—Certified Mail provides evidence of mailing and a record of delivery (return receipt service which can be obtained for an additional fee). This service is available only for First-Class and Priority Mail. The carrier obtains the addressee's signature, which is kept by the delivering post office for 2 years. Certified Mail costs substantially less than Registered Mail. Restricted delivery may be obtained for an additional fee.

Use Certified Mail only when proof of delivery (return receipt) is essential and the material has no monetary value.

Special Delivery—Special Delivery is First-Class Mail which receives preferential handling in dispatch and transportation and which is given expedited delivery after arrival at the destination post office.

Use Special Delivery only when specifically required by law or when prompt delivery is essential.

Restricted Delivery—Restricted Delivery provides the means to restrict delivery to an addressee (or to an agent of the addressee who has been specifically authorized in writing by the addressee to receive restricted delivery mail). It may be obtained for mail which is registered or certified.

Use Restricted Delivery only when it is desired to limit delivery to an addressee or agent.

Special Handling—Special Handling provides preferential handling in the dispatch and transportation of third- and fourth-class mail.

Use Special Handling when it is necessary to give material preferential handling.

Return Receipt—Return Receipt provides a delivery receipt signed by the addressee or agent. Return receipts requested at the time of mailing may be obtained for Registered, Certified, or Express Mail. Return receipts requested after mailing are not available.

Request a return receipt when it is desirable to know to whom or when delivery was made, or when a signed receipt is needed.

International Mail—International Mail is available to the Federal Government. For further information contact agency mail management personnel.

Military Ordinary Mail

Military Ordinary Mail (MOM) services are available for all official Federal Government mail sent at second-, third-, or fourth-class postage rates to overseas Military Post Offices, Army Post Offices (APO), or Fleet Post Offices (FPO). MOM postage is less expensive than Priority Mail because the dispatching agency pays only the domestic postage rate to the point of exit from the United States. The Department of Defense (DOD) provides, at its own expense, the airlift service from the domestic gateway city to the overseas APO or FPO. All parcels sent via MOM must be marked "MOM" in large letters below the postage or penalty mail indicia and above the name of the addressee. When using MOM or other military postal system services, follow the Department of Defense mail cost reduction policies. (See Figure 36.)

Diplomatic Pouch

Agencies can arrange with the State Department for diplomatic pouch service. This service is used for official mail to an agency's representatives under the jurisdiction of diplomatic or consular posts abroad. All such mail is dispatched through the Department of State.

Figure 36. Guide to Cost-Effective Mailing for DOD Official Mail



GUIDE TO COST-EFFECTIVE MAILING FOR DOD OFFICIAL MAIL



DEFINITIONS

Official Mail. Official matter mailed as penalty mail or on which the postage of fees have been prepaid.

Official Matter. Official matter is any item belonging to or exclusively pertaining to the business of the U.S. Government.

OFFICIAL MAIL POLICIES

The United States Postal Service (USPS) shall be used only when it is the least costly transportation method which will meet the required delivery date (RDD), security, and accountability requirements. When mailed, official matter shall move at the lowest postage and fees cost to meet the RDD, security, and accountability requirements.

Official matter becomes official mail when it is postmarked by a distribution center or is placed under USPS control, whichever occurs first. Official matter ceases to be official mail when control passes from USPS or its representatives to someone else.

CLASSES OF MAIL

Express Mail	Fastest and most costly. Use only to prevent mission failure or financial loss.
First-Class	Any mailable item weighing 11 ozs or less. Certain items must be mailed First-Class such as letters, handwritten or typewritten and post/postal cards.
Priority	Any mailable First-Class matter weighing over 11 ozs but less than 70 lbs. Must be marked PRIORITY.
Second-class	For magazines and other periodicals issued at regular, stated frequency of no less than four times per year.
Third-class	For printed matter and parcels under 1 lb. Four ounces or less—same rate as First-Class. Special bulk rates for larger mailings (at least 200 pieces or 50 lbs).
Fourth-class	“Parcel Post.” For packages 1 to 70 lbs.

Military Ordinary Mail (MOM). Goes by surface transportation within CONUS and by air transportation overseas. Add MOM to the second-, third-, or fourth-class endorsement on matter having a RDD not allowing sufficient time for surface transportation. Additional postage is not required.

SPECIAL SERVICES

Registered	Provides added protection. Use only if required by law or a directive. Slow and expensive. For use only with First-class and Priority Mail.
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Certified	Provides a receipt to sender and a record of delivery at destination. For use only with First-Class and Priority Mail.
Insured	Numbered insured service provides a method to obtain evidence of mailing and a record of delivery.
Certificate of Mailing	Provides evidence of mailing.
Special Handling	Provides preferential handling to the extent practical in dispatch and transportation, but does not provide special delivery. Applicable to third- and fourth-class mail.

ADDRESSING MAIL

- Make sure mailing address is correct.
- Use of office symbol reduces mail handling time.
- Place city, state, and ZIP + 4 in the last line of the address.
- Return address is a must. Use your office symbol and ZIP + 4.

RULES FOR EMPLOYEES

- Have personal mail sent to your home, not the office.
- Use personal postage to mail job applications, retirement announcements, greeting cards, personal items, etc.

TIPS FOR COST SAVINGS

- Mailing 7 sheets or less of bond paper—use letter size envelope.
- Manuals, pamphlets, etc., weighing over 4 ozs—mail third-class, special fourth-class rate, bulk rate, or bound printed matter rate.
- Mailing several items to one address—cheaper to mail everything in one envelope. Check with your mailroom for activities serviced by consolidated mailings.
- Check with your mailroom for activities/agencies within the local area that are serviced by activities/agencies couriers—no postage required.

If you only need evidence that something was mailed—use Certificate of Mailing.

When possible, use special handling instead of Priority Mail.

**FOR ADDITIONAL INFORMATION AND GUIDANCE
CONTACT YOUR OFFICIAL MAIL MANAGER.**

Chapter 4

FORMS OF ADDRESS

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FORMS OF ADDRESS

GENERAL

The forms of address in this part are the conventional forms of address as determined by social and official custom. The style of salutation and complimentary close is informal. Since address forms may vary in certain instances, it is important to consult the

following rules in conjunction with the relevant address form in the "Examples of Forms of Address." That way the existing address forms can be used as patterns for other addresses.

TITLES OF ADDRESSEES

Flexibility may be exercised in the use of titles. For example, "The Honorable" may be replaced by a title such as "Dr." or "General," but it is not used in combination with another title.

A title need not be given a separate line. Depending on the length of the names of individual and organization and on the length of the address, the title could be placed after the last name or on a line by itself, preceding either the name or the organization.

After leaving a titled position, an individual may opt to retain his or her distinctive title (such as "Judge" or "General") throughout his or her lifetime. The addressee's personal preference should be taken into account when deciding whether or not to use a title in such cases:

The Honorable

Written in full, "The Honorable" is a title used to address, by name, current and former high officials - Presidential appointees, Federal and State elected officials, and mayors. As a general rule, other county and city officials are not so addressed. "Honorable" is not used by itself. For example:

Correct:

The Honorable May L. Smith
Attorney General

Incorrect:

Honorable May L. Smith
Attorney General

"The Honorable" is a courtesy title which may, in certain instances, be used with an official title without a name. Cabinet officers and Governors of States may be addressed in this manner. For example:

The Honorable
The Secretary of State

The Honorable
The Governor of Illinois

"The Honorable" is not used before a last name alone. When appearing in the text of a letter or other communication, "the" is not capitalized. For example:

"...the speech given by the Honorable John H. Doe".

In the United States this title is also used to address ministers of foreign embassies in Washington (including career ministers serving as charge d'affaires). For example:

The Honorable (full name)
Charge d'Affaires ad interim of Italy

Use "The Honorable" to address the heads of international organizations by name, unless the officials are entitled to "His (Her) Excellency" by virtue of a previous position. For example:

The Honorable (full name)
World Health Organization
Geneva, Switzerland

His (Her) Excellency

The title "His (Her) Excellency" is not, by custom, used to address high officials of the U.S. Government.

The title is used, as appropriate, to address by name officers, foreign ambassadors, foreign high officials, and former foreign high officials by name. For example:

Her Excellency (full name)
Ambassador of Canada

It is customary to omit "His (Her) Excellency" when addressing the British Prime Minister or the cabinet officers of certain countries within the British Commonwealth.

Any individual once entitled to the title "His (Her) Excellency" may retain it throughout his or her lifetime.

ABBREVIATIONS OF TITLES AND DEGREES

Before Name

With the exceptions of "Mr.," "Mrs.," and "Dr.," do not abbreviate titles preceding full names in an address.

Long titles such as "Lieutenant Colonel" and "Brigadier General" may be abbreviated for the sake of balance and appearance in the address when necessary. For example:

Lt. Colonel John L. G. Smithson

Note that the basic rank is not abbreviated. As in the example immediately above, the salutation would read:

Dear Colonel Smithson:

After Name

Abbreviate designations of degrees, religious and fraternal orders, fellowships, and military service branch titles after a name. Type the initials of an individual degree or order with periods but no spaces between them; type military service designations in capital letters without periods.

Do not use scholastic degrees in combination with complimentary titles of address or with military service ranks, except in the case of "The Reverend." When a name is followed by abbreviations designating religious and fraternal orders or scholastic and honorary degrees, their sequence is as follows: orders (religious first); theological degrees; academic degrees earned in course; and honorary degrees in order of the bestowal. Using more than two degrees is unnecessary. For example:

John Doe, D.D., D.Lit.
Patricia L. Smith, M.D.
Henry Brown, LL.D., Ph.D.
Lt. Colonel Mary Hill, USAF
The Reverend George Green, D.D.

Dr. (Doctor)

This abbreviated title is used before the names of persons who have acquired entitling degrees. It is not used in combination with the abbreviation indicating such degrees. For example:

Dr. Jane Evans or
Jane Evans, M.D.

not

Dr. Richard Roe, Ph.D.

Reverend, Right Reverend, etc.

Written in full and preceded by "The", these titles are used in addressing members of the clergy. They are not abbreviated. For example:

The Reverend Paul Carter (clergyman)
The Reverend Dr. Paul Carter (clergyman with doctorate)
The Right Reverend Paul Carter (bishop)

Spouse of Distinguished Individual

An individual does not share a spouse's official title and therefore should be addressed individually by his or her own appropriate title and last name. For example:

The American Ambassador and Mrs./ Mr. Doe

U.S. Citizens

In addressing U.S. citizens, complimentary titles should not appear in combination with any other title or with abbreviations indicating scholastic degrees (except "The Reverend"). For example:

John Smith, A.B., Ph.D.

not

Mr. John Smith, A.B., Ph.D.

but

The Reverend Dr. Geoffrey Ownye

Gender Unknown

Address an individual whose gender is unknown by first and last name. Do not use a complimentary title.

SALUTATION AND CLOSE

Salutations

When a woman occupies a high government position, substitute the title “Madam” for “Mr.” before such formal titles as “President,” “Vice President,” “Chairman,” “Secretary,” and “Ambassador.” Substitute the appropriate title of “Miss,” “Mrs.,” or “Ms.” for “Mr.” when the surname, rather than a formal title, follows. For example:

Dear Madam Secretary:
(Cabinet officer)
Dear Madam Ambassador:
Dear Mrs. Smith:
(Member of the House of Representatives)

but

Dear Senator Smith:
(Member of U.S. Senate)
Dear Ms. Jones:

When it is not known if the addressee is a man or woman, use the name as given. For example:

Dear R.C. Roe:

Informal Salutation—This form of salutation is the most commonly used in the United States. Unless the person holds a title, the salutation is usually “Dear Mr./ Miss/ Mrs./ Ms. (last name).” For example:

Dear Mr./Miss/Mrs./Ms. Jones:
Dear Senator Doe:
Dear General Smith:
Dear Mr. Brown:

but not

Dear Reverend Brown:

Examples of salutations to letters or petitions having multiple signers are listed in the Appendix to this Chapter.

In official correspondence, the titles of top-ranking government officials such as the President, Vice President, Chief

Justice, Secretary, and Ambassador are never used with the individual’s last name. Instead use the following salutation:

Dear Mr. President:

or

Dear Madam Ambassador:

In some correspondence, the signing officer may direct the use of a salutation on a first-name basis when the addressee is personally known. “My dear (first name)” is not used, however. For example:

Dear Bill
Dear Mary

but not

My dear Cathy

Formal Salutation—“Sir”: or “Madam”: is sometimes used as a formal salutation in addressing high-ranking Federal, State, or local officials. Letters to court officers often carry the salutation “Sir:” or “Madam:” when they are addressed to the officer by title rather than by name. Likewise, letters to business firms or private organizations may bear the formal salutation “Sirs or Madams:” or “Sirs and Madams:” when the identity of the specific addressees is not known.

Modified or No Salutation—Some organizations may elect to omit the “Dear” or the entire salutation. Organizations might adopt this informal style for all correspondence or for instances where the gender is unknown or an informal tone is desired for multiple addressees.

Complimentary Close

Generally, the complimentary close should be as formal or informal as the salutation. Common practice is to use the informal complimentary close “Sincerely,” unless otherwise specified in the following list or unless another form is preferred by the signing officer. “Sincerely yours,” is another commonly used informal close. Where the salutation is omitted, the complimentary close is not used.

EXAMPLES OF FORMS OF ADDRESS

The following list shows the address element, salutation, and complimentary close, when used, for certain addressees.¹

ADDRESSEE	ADDRESS ON LETTER AND ENVELOPE	SALUTATION AND COMPLIMENTARY CLOSE
THE WHITE HOUSE		
The President	The President The White House Washington, DC 20500	Dear Mr./Madam President: Respectfully, <i>or</i> The President: Respectfully submitted,
Spouse of the President	Mrs. (full name) or Mr. (full name) The White House Washington, DC 20500	Dear Mrs./Mr. (surname): ² Sincerely,
Assistant to the President	The Honorable (full name) Assistant to the President The White House Washington, DC 20500	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,
Former President ³	The Honorable (full name) (local address) (ZIP Code)	Dear President (surname): Sincerely,
The Vice President	Formal: The Vice President United States Senate Washington, DC 20510 Informal: The Honorable (full name) The Vice President of the United States Washington, DC 20501	Dear Mr./Madam Vice President: Sincerely, Dear Mr./Madam Vice President: Sincerely,
Former Vice President	The Honorable (full Name) (no title) (local address) (ZIP Code)	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,
Director, Office of Management and Budget	The Honorable (full name) Director, Office of Management and Budget Washington, DC 20503	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,
THE FEDERAL JUDICIARY		
The Chief Justice	The Chief Justice The Supreme Court Washington, DC 20543	Dear Chief Justice: Sincerely,
Associate Justice	Justice (surname) The Supreme Court Washington, DC 20543	Dear Justice (surname): Sincerely,
The Clerk of the Supreme Court	The Clerk of the Supreme Court The Supreme Court Washington, DC 20543	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,

ADDRESSEE	ADDRESS ON LETTER AND ENVELOPE	SALUTATION AND COMPLIMENTARY CLOSE
THE CONGRESS		
President of the Senate	The Honorable (full name) President of the Senate Washington, DC 20510	Dear Mr./Mrs./Miss/Ms. Sincerely,
President of the Senate Pro Tempore	The Honorable (full name) President Pro Tempore United States Senate Washington, DC 20510	Dear Mr./Madam President: Sincerely,
Speaker of the House of Representatives	The Honorable (full name) Speaker of the House of Representatives Washington, DC 20515	Dear Mr./Madam Speaker: Sincerely,
Majority Leader United States Senate	The Honorable (full name) Majority Leader United States Senate Washington, DC 20510	Dear Mr./Madam Leader: Sincerely,
Minority Leader United States Senate	The Honorable (full name) Minority Leader United States Senate Washington, DC 20510	Dear Mr./Madam Leader: Sincerely,
United States Senator	The Honorable (full name) United States Senate Washington, DC 20510 <i>or</i> The Honorable (full name) United States Senator (Congressional District office address) (City) (State) (ZIP Code)	Dear Senator (surname): Sincerely,
Majority Leader House of Representatives	The Honorable (full name) Majority Leader House of Representatives Washington, DC 20515	Dear Mr./Madam Leader: Sincerely,
Minority Leader House of Representatives	The Honorable (full name) Minority Leader House of Representatives Washington, DC 20515	Dear Mr./Madam Leader: Sincerely,
United States Representative	The Honorable (full name) House of Representatives Washington, DC 20515 <i>or</i> The Honorable (full name) Member, United States House of Representatives (local address) (ZIP Code)	Dear Mr./Mrs./Miss/Ms. (surname): <i>or</i> Dear Congressman, Congresswoman (surname): Sincerely,

ADDRESSEE	ADDRESS ON LETTER AND ENVELOPE	SALUTATION AND COMPLIMENTARY CLOSE
Committee Chairman Chairwoman Chair	The Honorable (full name) Chairman, Committee on (name) United States Senate Washington, DC 20510 <i>or</i> The Honorable (full name) Chairman, Committee on (name) House of Representatives Washington, DC 20515	Dear Mr. Chairman/ ⁴ Madam Chairwoman/ Chair: Sincerely,
Subcommittee Chairman	The Honorable (full name) Chairman, Subcommittee on (name) (name of parent Committee) United States Senate Washington, DC 20510 <i>or</i> The Honorable (full name) Chairman, Subcommittee on (name) (name of parent Committee) House of Representatives Washington, DC 20515	Dear Senator (surname): Sincerely, Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,
Joint Committee Chairman ⁵	The Honorable (full name) Chairman, Joint Committee on (name) Congress of the United States Washington, DC (ZIP Code)	Dear Mr./Madam Chairman: Sincerely,
Senator-elect Representative- elect	The Honorable (full name) United States Senator-elect <i>or</i> Representative-elect (address, if given) or Care of the United States Senate or House of Representatives	Dear Senator-elect (surname): Sincerely Dear Congressman-elect: Sincerely,
Office of a Deceased Senator or Representative	Office of the late Senator ⁶ (full name) United States Senate Washington, DC 20510 <i>or</i> Office of the late Representative (full name) House of Representatives Washington, DC 20515	Sir: or Madam: Sincerely,
Chaplain of the United States Senate or House of Representatives	The Reverend (full name) Chaplain of the United States Senate Washington, DC 20510 <i>or</i> The Reverend (full name) Chaplain of the House of Representatives Washington, DC 20515	Dear Mr./Mrs./Miss/Ms. (surname): ⁷ Sincerely,
Secretary of the United States Senate	The Honorable (full name) Secretary of the Senate United States Senate Washington, DC 20510	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,

ADDRESSEE	ADDRESS ON LETTER AND ENVELOPE	SALUTATION AND COMPLIMENTARY CLOSE
Clerk of the House	The Honorable (full name) Clerk of the House of Representatives House of Representatives Washington, DC 20515	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,
Resident Commissioner	The Honorable (full name) Resident Commissioner from Puerto Rico United States House of Representatives Washington, DC 20515	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,
Delegate	The Honorable (full name) Delegate from (name) United States House of Representatives Washington, DC 20515	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,
LEGISLATIVE AGENCIES		
Comptroller General	The Honorable (full name) Comptroller General of the United States Washington, DC 20548	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,
Librarian of Congress	The Honorable (full name) Librarian of Congress Library of Congress Washington, DC 20540	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,
Public Printer	The Honorable (full name) Public Printer U.S. Government Printing Office Washington, DC 20401	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,
EXECUTIVE DEPARTMENTS AND INDEPENDENT AGENCIES		
Cabinet Members	The Honorable (full name) Secretary of (Department) Washington, DC (ZIP Code) <i>or</i> The Honorable (full name) Attorney General Washington, DC 20530	Dear Mr./Madam Secretary: Sincerely, Dear Mr./Madam Attorney General: Sincerely,
Deputy Secretaries Assistant Secretaries Under Secretaries	The Honorable (full name) Deputy Secretary of (name of Department) Washington, DC (ZIP Code) <i>or</i> The Honorable (full name) Assistant Secretary of (name of Department) Washington, DC (ZIP Code) <i>or</i> The Honorable (full name) Under Secretary of (name of Department) Washington, DC (ZIP Code)	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,

ADDRESSEE	ADDRESS ON LETTER AND ENVELOPE	SALUTATION AND COMPLIMENTARY CLOSE
Postmaster General	The Honorable (full name) Postmaster General Washington, DC 20260	Dear Mr./Madam Postmaster General:
Head of a Federal Agency, Authority, or Board	The Honorable (full name) (title) (agency name) (address) (City) (State) (ZIP Code)	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,
Head of a major organization within an agency, if a Presidential appointee	The Honorable (full name) (title), (organization name) (agency name) (address) (City) (State) (ZIP Code)	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,
Chairman of a Commission (or Board)	The Honorable (full name) Chairman, (commission name) (address) (City) (State) (ZIP Code)	Dear Mr./Madam Chairman: Sincerely,
Chairman of a Permanently Chartered or Council	Chairman (full name) (commission name) (address) (City) (State) (ZIP Code)	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,
AMERICAN MISSIONS		
American Ambassador	The Honorable (full name) American Ambassador (City) (Country)	Sir/Madam: (formal) Dear Mr./Madam: Ambassador: (informal) Very truly yours, (formal) Sincerely, (informal)
Personal (Special) Representative of the President	The Honorable (full name) Personal Representative of the President of the United States of America to (country) (address) (City) State/Country)	Dear Ms./Mrs./Miss/Ms. (surname): Sincerely,
Personal (Special) Representative of the President	The Honorable (full name) Personal Representative of the President of the United States of America to (country) (address) (City) State/Country)	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,
American Consul General or American Consul	Mr. (full name) American Consul General (or American Consul) (City) (Country)	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,

ADDRESSEE	ADDRESS ON LETTER AND ENVELOPE	SALUTATION AND COMPLIMENTARY CLOSE
FOREIGN DIPLOMATIC MISSIONS TO THE UNITED STATES		
Foreign Ambassador in the United States	His (Her) Excellency (full name) Ambassador of (Country) Washington, DC (ZIP Code)	Excellency: (formal) Dear Mr./Madam Ambassador: (informal) Very truly yours, (formal) Sincerely, (informal)
Foreign Minister in the United States (head of a Legation)	The Honorable (full name) Minister of (Country) Washington, DC (ZIP Code)	Dear Mr./Madam Minister: Sincerely,
Foreign Minister in Counselor in the United States	The Honorable (full name) Minister Counselor Embassy of (Country) Washington, DC (ZIP Code)	Dear Mr./Madam Minister: Sincerely,
INTERNATIONAL ORGANIZATIONS		
United States Representative to the United Nations or Organization American States	The Honorable (full name) United States Representative to the United Nations (or Organ- ization of American States) (City) (State) (ZIP Code)	Sir/Madam: (formal) Dear Mr./Madam Ambassador: (informal) Very truly yours, (formal) Sincerely, (informal)
STATE AND LOCAL GOVERNMENTS		
Governor of State	The Honorable (full name) Governor of (State) (City) (State) (ZIP Code)	Dear Governor (surname): Sincerely,
Lieutenant Governor	The Honorable (full name) Lieutenant Governor of (State) (City) (State) (ZIP Code)	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,
State Senator	The Honorable (full name) (State) Senate (City) (State) (ZIP Code)	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,
State Representative Assemblyman Delegate	The Honorable (full name) (State) House of Representatives (or Assembly or House of Delegates) (City) (State) (ZIP Code)	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,
Mayor	The Honorable (full name) Mayor of (City) (City) (State) (ZIP Code)	Dear Mayor (surname): Sincerely,

ADDRESSEE	ADDRESS ON LETTER AND ENVELOPE	SALUTATION AND COMPLIMENTARY CLOSE
CHURCH OFFICIALS		
Minister Pastor Rector (with doctoral degree)	The Reverend (full name, degrees) (name of church) (address) (City) (State) (ZIP Code)	Dear Dr. (surname): Sincerely,
Minister Pastor Rector (no doctoral degree)	The Reverend (full name) (name of church) (address) (City) (State) (ZIP Code)	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,
Presiding Episcopal Bishop	The Most Reverend (full name, degrees) Presiding Bishop of the Episcopal Church (address) (City) (State) (ZIP Code)	Dear Bishop (surname): Sincerely,
Episcopal Bishop	The Right Reverend (full name, degrees) Bishop of (diocese) (address) (City) (State) (ZIP Code)	Dear Bishop (surname): Sincerely,
Episcopal Dean	The Very Reverend (full name, degrees) Dean of (church) (address) (City) (State) (ZIP Code)	Dear Dean (surname): Sincerely,
Methodist Bishop	The Reverend (full name, degrees) Methodist Bishop (address) (City) (State) (ZIP Code)	Dear Bishop: Sincerely,
Mormon Bishop	Mr. (full name) The Church of Jesus Christ of Latter-day Saints (address) (City) (State) (ZIP Code)	Dear Mr. (surname): Sincerely,
Rabbi (with doctoral degree)	Rabbi (full name, degrees) (Synagogue) (address) (City) (State) (ZIP Code)	Dear Dr. (surname): Sincerely,
Rabbi (without doctoral degree)	Rabbi (full name) (Synagogue) (address) (City) (State) (ZIP Code)	Dear Rabbi (surname): Sincerely,

ADDRESSEE	ADDRESS ON LETTER AND ENVELOPE	SALUTATION AND COMPLIMENTARY CLOSE
Catholic Cardinal	His Eminence (first name) Cardinal (surname) (address) (City) (State) (ZIP Code)	Dear Cardinal (surname): Sincerely,
Catholic Archbishop	The Most Reverend (full name) Archbishop of (archdiocese) (address) (City) (State) (ZIP Code)	Dear Archbishop (surname): Sincerely,
Catholic Bishop	The Most Reverend (full name) Bishop of (diocese) (address) (City) (State) (ZIP Code)	Dear Bishop (surname): Sincerely,
Catholic Monsignor (higher rank)	The Right Reverend (full name) (address) (City) (State) (ZIP Code)	Dear Monsignor (surname): Sincerely,
Catholic Monsignor (lower rank)	The Very Reverend (full name) (address) (City) (State) (ZIP Code)	Dear Monsignor (surname) Sincerely,
Catholic Priest	The Reverend (full name) initials of order, if any (address) (City) (State) (ZIP Code)	Dear Father (surname): Sincerely,
Catholic Mother Superior of an institution	The Reverend Mother Superior, (initials of order, if used) (name of institution) (address) (City) (State) (ZIP Code)	Dear Reverend Mother: Sincerely,
Orthodox Archbishop	His Eminence Archbishop (full name) 8-10 East 79th Street New York, NY 10021	Your Eminence: Sincerely,
Orthodox Bishop	His Grace (full name) Bishop of (name of diocese) (address) (City) (State) (ZIP Code)	Your Grace: Sincerely,
Orthodox Priest	The Reverend (full name) (Name of church) (address) (City) (State) (ZIP Code)	Dear Father: Sincerely,
Chaplain (military services)	Chaplain (full name) (rank, service designation) (address) (City) (State) (ZIP Code)	Dear Chaplain (surname): Sincerely,

ADDRESSEE	ADDRESS ON LETTER AND ENVELOPE	SALUTATION AND COMPLIMENTARY CLOSE
MILITARY SERVICES		
Army, Air Force, Marine Corps		
General Lieutenant General Major General Brigadier General	(full rank, full name, abbreviation of service) (address) (City) (State) (ZIP Code)	Dear General (surname): Sincerely,
Colonel Lieutenant Colonel	(same as above)	Dear Colonel (surname): Sincerely,
Major	(same as above)	Dear Major (surname): Sincerely,
Captain	(same as above)	Dear Captain (surname): Sincerely,
First Lieutenant Second Lieutenant	(same as above)	Dear Lieutenant (surname): Sincerely,
Chief Warrant Officer	(same as above)	Dear Chief Warrant Officer (surname)
Warrant Officer		Dear Warrant Officer (surname): Sincerely,
Sergeant Major Master Sergeant Sergeant First Class Technical Sergeant Staff Sergeant Sergeant	(same as above)	Dear Sergeant (surname): Sincerely,
Corporal	(same as above)	Dear Corporal (surname): Sincerely,
Specialist, classes 4 through 9	(same as above)	Dear Specialist (surname): Sincerely,
Private First Class or Private	(same as above)	Dear Private (surname): Sincerely,
Airman First Class Airman Second Class Airman Third Class Basic Airman	(same as above)	Dear Airman (surname): Sincerely,
Navy, Coast Guard		
Admiral Vice Admiral Rear Admiral Captain	(full rank, full name, abbreviation of service) (City) (State) (ZIP Code) (same as above)	Dear Admiral (surname): Sincerely, Rear Admiral Dear Captain (surname): Sincerely,

ADDRESSEE	ADDRESS ON LETTER AND ENVELOPE	SALUTATION AND COMPLIMENTARY CLOSE
Commander Lieutenant Commander	(same as above)	Dear Commander (surname): Sincerely,
Lieutenant Lieutenant (jg)	(same as above)	Dear Lieutenant (surname): Sincerely,
Ensign Chief Warrant Officer Enlistee	(same as above)	Dear (rank, surname): Sincerely,
All Services		
Retired Officer	(full rank, full name, abbreviation of service), Retired (address) (City) (State) (ZIP Code)	Dear (rank, surname): Sincerely,
SERVICE ACADEMY MEMBERS		
Army or Coast Guard Cadet	Cadet (full name) (address) (City) (State) (ZIP Code)	Dear Cadet (surname): Sincerely,
Navy Midshipman	Midshipman (full name) (address) (City) (State) (ZIP Code)	Dear Midshipman (surname): Sincerely,
Air Force Air Cadet	Air Cadet (full name) (address) (City) (State) (ZIP Code)	Dear Air Cadet (surname): Sincerely,
EDUCATION OFFICIALS		
President of a College or University (with doctoral degree)	Dr. (full name) President, (name of institution) (address) (City) (State) (ZIP Code)	Dear Dr. (surname): Sincerely,
President of a College or University (without doctoral degree)	Mr./Mrs./Miss/Ms. (full name) President, (name of institution) (address) (City) (State) (ZIP Code)	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,
Dean of a School	Dean (full name) School of (name) (name of institution) (address) (City) (State) (ZIP Code)	Dear Dean (surname): Sincerely,

ADDRESSEE	ADDRESS ON LETTER AND ENVELOPE	SALUTATION AND COMPLIMENTARY CLOSE
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Professor	Professor (full name) Department of (name) (name of institution) (address) (City) (State) (ZIP Code)	Dear Professor (surname): Sincerely,
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Associate Professor Assistant Professor	Mr. (full name) Associate (or Assistant Professor) Department of (name) (name of institution) (address) (City) (State) (ZIP Code)	Dear Professor (surname): Sincerely,
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PHYSICIANS AND LAWYERS

Physician	(full name), M.D. (address) (City) (State) (Zip Code)	Dear Dr. (surname): Sincerely,
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Lawyer	Mr./Mrs./Miss/Ms. (full name) Attorney at Law (address) (City) (State) (ZIP Code)	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,
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MULTIPLE ADDRESSEES

One Woman and One Man	Mrs./Miss/Ms. (full name) and Mr. (full name) ⁸ (address) (City) (State) (ZIP Code)	Dear Mrs./Miss/Ms. (surname): and Mr. (surname): Sincerely,
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Two or More Men	Mr. (full name) and Mr. (full name) (address) (City) (State) (ZIP Code)	Dear Mr. (surname): and Mr. (surname): <i>or</i> Dear Messers. (surname) and (surname): Sincerely,
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ADDRESSEE	ADDRESS ON LETTER AND ENVELOPE	SALUTATION AND COMPLIMENTARY CLOSE
Two or More Women	Mrs./Miss/Ms. (full name) and Mrs./Miss/Ms. (full name) (address) (City) (State) (ZIP Code)	Dear Mrs. (surname): and Ms. (surname): or Dear Mmes. (surname): (if married): and Mlles. (surnames): (if unmarried) Sincerely,
OTHER		
Unknown Gender	Leslie Smith (address) (City) (State) (ZIP Code)	Dear Leslie Smith: Sincerely,

¹ All examples should be taken in context with the rules given in Chapter 4. Titles and names of individuals can be found in the "United States Government Manual."

² i.e., last name.

³ Use The Honorable unless the former President is entitled to another distinctive title (such as a military one) and prefers to be addressed by it.
For example:
General (full name):
Dear General (surname):

⁴ Dear Mr. Chairman is most commonly used; however, Madam Chairman and Chair are options. Consult your agency guidelines or the "Congressional Directory."

⁵ The names of the Standing Committees of the Senate and House of Representatives, as well as those of the Joint Congressional Committees, are listed in the "Congressional Directory."

⁶ If the name of the late Senator's secretary or administrative assistant is known, the letter may be addressed to that person by name.

⁷ The title is "Mr." or "Dr." as appropriate. "Reverend" is not used with the surname alone.

⁸ A letter to two or more persons may be addressed as illustrated or to only one of them when the other is mentioned by name in the opening paragraph.

Chapter 5

THE ELEMENTS OF STYLE

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THE ELEMENTS OF STYLE

CAPITALIZATION

Commonly used principles of capitalization are briefly stated and supported by examples in this section. When to capitalize is shown on the left; when to not capitalize is shown on the right. For more information consult the U.S. Government Printing Office Style Manual.

Consistency in capitalizing is important. Two primary rules govern the use of capitals: (1) Proper nouns, titles, and first words are capitalized; and (2) common nouns are not capitalized unless they have gained the status of proper nouns.

Proper Nouns

Names of Persons, Places, and Things

Capitalize names of persons, places, and things and their derivatives which retain proper noun meanings. Do not capitalize names which have become common or their derivatives which have general meanings.

<i>Do</i>	<i>Do Not</i>
John Macadam, Macadam family	macadamized
Paris, Parisian	plaster of paris
Italy, Italian	italics, italicize
Rome, Roman	roman (type style)
Capitol (building) in Washington, D.C.	a State capitol

Common Nouns Used As Proper Nouns

Capitalize common nouns used as parts of proper names and titles. Do not capitalize nouns used to substitute for a name or to denote time, sequence, or reference.

<i>Do</i>	<i>Do Not</i>
Massachusetts Avenue	the avenue
Federal Express	the express to Boston
Cape of Good Hope	the southernmost cape
Union Station	the station
Budget and Accounting Procedures Act	act of 1951
Appendix C—State Structures	located in appendix C
Exhibit D7: Historic Background	a reprint of exhibit D7
Treaty of Versailles	treaty of 1919

Capitalize common nouns when they are used alone as well-known short forms of proper names. Do not capitalize when used in a general sense.

<i>Do</i>	<i>Do Not</i>
British Commonwealth: the Commonwealth	a commonwealth of nations
Cherokee Nation: the Nation	a nation of warlike people
United States: the States	state's evidence

Capitalize plural forms of common nouns when they are used as part of proper names. Do not capitalize when they are used in a general sense.

<i>Do</i>	<i>Do Not</i>
Lakes Erie and Ontario	the lakes
State and Treasury Departments: the Departments	other departments

Names of Organized Bodies

Federal Government Units

Capitalize titles of the Federal Government, its units, and their shortened forms. Capitalize other substitutes only to show distinction. Do not capitalize when used in a general sense or when referring to other than a Federal Government unit.

<i>Do</i>	<i>Do Not</i>
The U.S. Government: the Federal Government, the National Government, the Government	democratic government, a federal union, two national governments, city government
U.S. Congress: 101st Congress	a congress of citizens
the Senate, the House	a senate or house unit in Iowa
Committee of the Whole: the Committee	committees of the Senate, a PTA committee
House Ways and Means Committee: the Committee	a committee to consider ways and means
Department of Agriculture: the Department	any department of the Government
Bureau of the Census: the Census Bureau, the Bureau	formation of a bureau; other bureaus of the Department
Geological Survey: the Survey	a survey of minerals
Interstate Commerce Commission: the Commission	a commission on trade rights, interstate commissions
American Embassy: the Embassy	a foreign embassy; also the consulate, consulate general

Department of Defense: Military Establishment, Armed Forces	a defense establishment, armed forces exploring the area, also armed services
U.S. Army: the Army, Regular Army, the Infantry, 81st Regiment, Army Band	an army, Grant's army, soldiers, the regiment, the March King's band
U.S. Navy: the Navy, Navy (Naval) Establishment, Marine Corps	naval shipyard, naval station, a marine

International Organizations

Capitalize names of international organizations. Do not capitalize when used in a general sense.

Do	Do Not
United Nations: the Council, the Assembly, the Secretariat	nations united in the Middle East, a council of citizens, a town assembly, a secretariat for the director
the World Health Organization	funds for a world health organization

Names of Other Organized Bodies

Capitalize names of other organized bodies when used as titles. Do not capitalize when used in a general sense.

Do	Do Not
Virginia Assembly, West Virginia House of Delegates	the assembly, the State senate, the house of delegates
California State Highway Commission: Highway Commission of California	the highway commission the commission for highway construction construction
Dutchland Railroad Company: the Dutchland Railroad	the railroad company, the railroad in Pennsylvania

Names of Members of Organized Bodies

Capitalize names of members of organized bodies to distinguish them from the same words merely in a descriptive sense. Do not capitalize when used in a general sense.

Do	Do Not
a Representative (U.S. Congress)	a representative of a group
a Republican (member of a political party)	a republican form of government
a Catholic (member of the Catholic Church)	catholic (universal) interests
a Member of Congress	member of congressional committee

Official Designations of Countries, Domains, and Their Divisions

Capitalize names of countries and their divisions when used as proper names. Do not capitalize when used in a general sense.

Do	Do Not
United States: the Republic, the Nation, the Union	a republic, both nations, national debt, union of States (U.S.)
State of Ohio, New York State, the Empire State, the State	church and state, statewide, multistate, upstate
Dominion of Canada: the Dominion	a dominion of the Western Hemisphere
Province of Quebec: the Province	farming provinces of Canada

Names of Regions, Localities, and Geographic Features

Capitalize names of regions, localities, and geographic features when used as proper names. Do not capitalize terms used to denote mere direction or position.

Do	Do Not
the North Atlantic States	north, south, east, west, northerly, northern, northward road to the west, a midwest direction
the West, the Midwest	road to the west, a midwest direction
Equatorial Africa	equatorial countries
the Middle East (Asia)	middle east of the State
the Promised Land	a land of promise
the Continent	continental boundaries

Names of Calendar Divisions, Holidays, Historic Events, and Periods of Time

Capitalize names of months of the year and days of the week. Do not capitalize names of the seasons or the words year and century when used with numbers.

Do	Do Not
January, February, March	spring, summer, autumn, fall, winter <i>but</i> Fall 1990
Monday, Tuesday, Wednesday	the year 2000, the 21st century

Capitalize names of events and holidays. Do not capitalize when used in a general sense.

<i>Do</i>	<i>Do Not</i>
Battles of First and Second Manassas	the battles also known as Bull Run
War of 1812, World War II	the war years, Vietnam war (undeclared), world war II
Feast of the Passover	a religious feast
Fourth of July (a national holiday): the Fourth	on July the fourth

Titles Used With Names or Titles Standing for Persons

Titles Preceding Names

Capitalize titles preceding proper names. Do not capitalize when used in a general sense.

<i>Do</i>	<i>Do Not</i>
President Lincoln	a president of a club
King George	a king of spades
Chairman McDowell	a chairman of the committee
Ambassador Page	ambassador at large

Titles Following Names or Titles Used Alone

Capitalize titles following proper names or used alone as substitutes for names when they indicate preeminence. Do not capitalize when used in a general sense, or when not indicating preeminence.

<i>Do</i>	<i>Do Not</i>
George Bush, President of the United States; the President; the President-elect; the Executive; the Commander in Chief; Ex-President Ronald Reagan; a former President	Burns Mason, president of the Potomac Railway; president-elect of the union; the executive suite; a young commander in chief; ex-president of Cullen Institute; a former president of the university
Dan Quayle, Vice President of the United States; the Vice President.	Caleb Johnson, vice president of the exchange; the vice president of SDA
James A. Baker, III, Secretary of State; the Secretary; the Acting Secretary; the Under Secretary; the Assistant Secretary; the Director; the Chief; the Assistant Chief	secretaries of the military departments (part of the clerical staff), <i>but</i> Secretaries of the military departments (heads of Army, Navy, Air Force); the director, chief, or assistant chief of the laboratory

Capitalize titles in the second person.

<i>Do</i>	Your Excellency
	Mr. Chairman, Madam Secretary

Titles of Publications, Documents, Acts, Etc.

Capitalize all words in titles of publications and documents, except a, an, the, at, by, for, in, of, on, to, up, and, as, but, if, or, and nor. Do not capitalize when used apart from titles or in a general sense.

<i>Do</i>	<i>Do Not</i>
Statutes at Large, Revised Statutes	the applicable statutes
District Code	the code of the District
Bancroft's History	history books
Journal (House or Senate)	a journal of legislative action
American Journal of Science	a professional journal
Monograph 55, Research Paper 123	any monograph, a research paper by Sales
Senate Document 70	a historical document from the Senate
House Resolution 68	a committee resolution
Kellogg Pact, North Atlantic Pact	a pact between nations
Treaty of Ghent	the treaty signed at Ghent
Social Security Amendments of 1954	the Baker amendment

The Definite Article

Capitalize the word the when used as part of a name or title. Do not capitalize when the is used adjectively or with titles of newspapers, periodicals, vessels, airships, or firm names.

<i>Do</i>	<i>Do Not</i>
The Dalles (Oregon)	the Dalles region
The Weirs (New Hampshire)	the Weirs streets
The Hague (city)	the Hague Court; also the Netherlands
The Attorney General (U.S.)	the attorney general of Texas
The Mall (Washington, DC)	the shopping mall
	the Times, the Atlantic Monthly
	the Mermaid, the U-3
	the National Photo Co.

Particles in Names of Persons

Capitalize particles (d, da, della, du, van, and von) in foreign names or titles - unless individual preference is known. Do not capitalize in foreign names when preceded by a forename, initial(s) or title.

<i>Do</i>	<i>Do Not</i>
Da Ponte	Cardinal da Ponte
Du Pont	E.I. du Pont de Nemours & Co.
	Arcide d'Orhigny; d'Orhigny

Capitalize particles in anglicized names, even if preceded by a forename or title. Do not capitalize when an individual prefers lowercase.

Do
Justice Van Devanter
Samuel F. Du Pont
Reginald De Koven

Do Not
Henry van Dyke (his usage)
Irene du Pont (his usage)

First Words

Capitalize the first word of a sentence, of a direct quotation, of a line of poetry, or of a formally introduced series of items following a comma or a colon. Do not capitalize a fragmentary quotation or supplementary remark following a colon.

Do
The question is, "Shall the bill pass?"
He asked, "And where are you going?"
Lives of great men all remind us:
 We can make our lives sublime.
The vote was as follows: In the affirmative, 23; in the negative, 11; not voting, 3.

Do Not
He objected "to the phraseology, not to the ideas."
Revolutions are not made: they come.

SPELLING

The Government Printing Office recognizes Webster's Third New International Dictionary as its guide to spelling. To achieve further standardization, the U.S. Government Printing Office Style Manual lists the preferred forms of many words that are spelled more than one way in Webster's. Users of this manual are encouraged to refer to GPO's manual for specific spelling guidance.

This part gives instructions on the formation of plurals, the doubling of final consonants when suffixes are added, and the use of indefinite articles. Methods of forming possessives are covered in the section devoted to punctuation in this chapter.

The spelling of geographic names should conform to the decisions of the U.S. Board on Geographic Names. In the absence of a decision by the Board, the U.S. Directory of Post Offices is used for names in the United States and its possessions.

Plural Forms

In forming the plurals of compound terms, make the significant word plural. For example:

Significant word first

adjutants general

ambassadors at large
attorneys at law
attorneys general
brothers-in-law
commanders in chief

heirs at law
notaries public
reductions in force
rights-of-way
secretaries general

Significant word in middle

assistant attorneys general
assistant chiefs of staff
assistant comptrollers general
deputy chiefs of staff

Both words of equal significance
Bulletins Nos. 27 and 28;
 but
Bulletin No. 27 or 28

men buyers
women supervisors
secretaries-treasurers

Significant word last

assistant attorneys
assistant commissioners
assistant secretaries
deputy sheriffs
lieutenant colonels
trade unions
vice chairmen, vice chairs
vice presidents

No word significant in itself

fly-by-nights
hand-me-downs
Johnnies-come-lately

When a noun is hyphenated with an adverb or preposition, make the noun plural. For example:

goings-on	listeners-in	makers-up
hangers-on	lookers-on	passers-by

When neither word is a noun, make the last word plural. For example:

also-rans	go-betweens	run-ins
come-ons	higher-ups	tie-ins

To form the plural of nouns ending with *ful*, add *s* at the end. If it is necessary to express the idea that more than one container was filled, write the two elements as separate words and make the noun plural. For example:

five bucketfuls of the mixture (one bucket filled five times)	three cupfuls of flour (one cup filled three times)
five buckets full of earth (separate buckets)	three cups full of coffee (separate cups)
	three cupfuls of flour (one cup filled three times)
	three cups full of coffee (separate cups)

The plurals of these words may cause difficulty.

appendix, appendixes	minimum, minimums
basis, bases	minutia, minutiae
crisis, crises	parenthesis, parentheses
curriculum, curriculums	phenomenon, phenomena
datum, data	stimulus, stimuli
formula, formulas	synopsis, synopses
index, indexes	<i>but</i>
maximum, maximums	the two Germanys, both
medium, mediums	Kansas Citys, several Marys
memorandum, memorandums	

Doubled Consonants

When a suffix beginning with a vowel is added to a word ending in a single consonant preceded by a single vowel, double the consonant if it ends a word of one syllable, or if it ends an accented syllable. For example:

bag, bagging	transfer, transferred
get, getting	<i>but</i>
input, inputting	total, totaled
red, reddish	travel, traveled
rob, robbing	

Indefinite Articles

Use *a* before words beginning with consonants, except words beginning with a silent *h*. Also use *a* before words spelled with initial vowels that combine consonant and vowel sounds. For example:

a procedure	a union	<i>but</i>
a historic event	a European atlas	an hour
a hotel	a one-sided argument	an onion
a humble man	a HUD directive	

Use *an* before words beginning with vowels, and words beginning with a silent *h*. For example:

an order	an herdseller	an FCC ruling
an electric light	an honor	an AEC report
an initial	an oyster	an NIMH decision

COMPOUND WORDS

A compound word conveys a unit idea that is not as clearly conveyed by separate words. The hyphen not only unites but also separates the component words, thus aiding readability and correct pronunciation. Consistency remains the paramount goal.

In this part, basic rules for compounding are given first, followed by guides to forming solid compounds and to hyphenating unit modifiers. Instructions are also given on adding prefixes and suffixes and on creating combining forms.

Word forms are constantly changing. The correct forms for use in the Government are to be found in the U.S. Government Printing Office Style Manual.

Basic Rules

Omit the hyphen when words appear in regular order and the omission causes no confusion in sound or meaning. For example:

banking hours	day laborer	palm oil	training ship
blood pressure	eye opener	patent right	violin teacher
book value	fellow citizen	real estate	
census taker	living costs	rock candy	

Print solid two nouns that form a third when the compound has one primary accent, especially when the prefixed noun consists of one syllable or when one of the elements loses its original accent. For example:

decisionmaking	keyboarding	staffing	right-of-way
bookkeeping	workplan	newsprint	workday
keyboard	governmentwide	input/inputting	workplan

In a derivative of a compound, keep the solid or hyphenated form of the original compound, unless otherwise indicated for particular words. For example:

footnoting	praiseworthiness	T-square
creditworthiness	ill-advisedly	

Print a hyphen between the elements of technical compound units of measurement. For example:

light-year	staff-hour	crop-year
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Solid Compounds

When *any*, *every*, *no*, and *some* are combined with *body*, *thing*, and *where*, type as one word. Type as separate words *some one*, *every one*, and similar combinations which refer to a particular person or thing. To avoid mispronunciation, type *no one* as two words at all times.

anybody	anywhere	nobody	somewhere
anyone	everybody	no one	someone
<i>but</i>	everything	nothing	something
any one of the staff			

Type compound personal pronouns as one word. For example:

herself	myself	ourselves	yourself
himself	oneself	themselves	yourselves
itself			

Type compass directions consisting of two points as one word, *but* use a hyphen after the first point when three points are combined. For example:

northeast	north-northeast
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Unit Modifiers

Place a hyphen between words, or abbreviations and words, combined to form a unit modifier immediately preceding the word modified, except as shown in the following paragraph. This use of the hyphen applies particularly to combinations in which one element is a present or past participle. For example:

a 4-percent cost- of-living increase	Federal-State-local cooperation	the long-term loans lump-sum payment
Baltimore-Washington road	guided-missile program	multiple-purpose uses
drought-stricken area	large-scale project	U.S.-owned property
our English-speaking Nation	law-abiding citizen	

Where meaning is clear and readability is not aided, it is not necessary to use a hyphen to form a temporary or made compound. Restraint should be exercised in forming unnecessary combinations of words used in normal sequence. For example:

atomic energy power	life insurance	Social Security
civil service	company	pension
examination	parcel post delivery	soil conservation
ground water levels	per capita expenditure	measures
income tax form	real estate tax	special delivery mail
land bank loan		

Generally, do not use a hyphen in a two-word unit modifier, the first element of which is an adverb ending in *ly*; do not use hyphens in a three-word unit modifier, the first two elements of which are adverbs. For example:

eagerly awaited moment	<i>but</i>
heavily quartered installation	ever-normal granary
unusually well preserved specimen	ever-rising flood
very well defined usage	still-new car
very well worth reading	still-lingering doubt
not too distant future	well-known lawyer
most often heard phrase	well-lit workstation

Retain the original forms of proper nouns used as unit modifiers, either in their basic or derived forms. For example:

Celtic-Pictish period	Red Cross nurse
Spanish-American descent	Winston-Salem regional office
Latin American countries	Minneapolis-St. Paul region

Do not confuse a modifier with the word it modifies. For example:

average taxpayer	<i>but</i> income-tax payer
well-trained schoolteacher	<i>but</i> high school teacher
abandoned wastesite	<i>but</i> hazardous waste site
American flagship (naval)	<i>but</i> American-flag ship (commerce)

Retain the hyphen where two or more hyphenated compounds have a common basic element and this element is omitted in all but the last term. For example:

8-, 10-, and 16-foot boards	moss- and ivy- covered walls	intrastate and intracity
2- by 4-inch boards (<i>but</i> boards 2 to 6 inches wide)		

Do not use a hyphen in a foreign phrase used as a unit modifier. For example:

ex officio member	bona fide transaction
per diem employee	prima facie evidence

Do not use a hyphen in a unit modifier which contains a letter or a number as its second element. For example:

article 3 provisions	grade A milk	ward D patients	class II railroad
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Do not use a hyphen in a unit modifier within quotation marks unless the modifier is usually a hyphenated term. For example:

"blue sky" law	"good neighbor" policy	"tie-in" sale
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Prefixes, Suffixes, and Combining Forms

Type compounds which contain prefixes or suffixes as one word without a hyphen, except as shown in the following paragraphs. Use a hyphen to avoid doubling (repeating) a vowel or tripling a consonant, except after the prefixes *co*, *de*, *pre*, *pro*, and *re*. For example:

antedate	extracurricular	northward	semi-inde-
anti-inflation	Inverness-shire	offset	pendent
biweekly	micro-organisms	preexisting	semiofficial
brass-smith	misstate	reenact	shell-like
cooperation	nationwide	reboot	twofold
deemphasis	nonimpact		ultra-atomic

Use a hyphen to avoid confusion. For example:

anti-hog-cholera serum	re-treat (treat again)
co-op	re-sort (sort again)
mid-decade	un-ionized (not ionized)
non-civil-service position	<i>but</i>
pre-position	rereferred

Follow the prefixes *ex*, *self*, and *quasi* with a hyphen. For example:

ex-Governor	self-control	quasi-academic
ex-serviceperson	self-educated	quasi-governmental
ex-trader		quasi-judicial

Use a hyphen to join a prefix to a capitalized word, unless usage is otherwise.

anti-Arab	post-World War II	<i>but</i>
non-Federal	pro-British	nongovernmental
	un-American	transatlantic

Numerical Compounds

In those instances where numbers are spelled out, use a hyphen between the elements of compound numbers from twenty-one to ninety-nine and in adjective compounds with a numerical first element. For example:

8-hour day	3-week vacation	<i>but</i>
6-footer	24-inch ruler	one hundred and twenty-one
10-minute delay	twenty-one	100-odd
6-foot-11-inch depth	twenty-first	foursome
	thirty- (30-) day period	

Type a hyphen between the elements of a fraction, but omit it between the numerator and the denominator when the hyphen appears in either or in both. For example:

one-thousandth	twenty-one thirty-seconds
three-fourths of an inch	twenty-three thirtieths
two-thirds	two one-thousandths
one-half inch	
<i>but</i>	
half an inch	

Improvised Compounds

Use a hyphen between the elements of an improvised compound serving as an adjective or a noun. For example:

first-come-first-served basis	let-George-do-it attitude
hard-and-fast rule	one-man-one-vote principle
how-to-be-more-efficient course	penny-wise and pound-foolish policy
know-how	stick-in-the-mud
know-it-all	state-of-the-art

When the noun form is printed in separate words, always hyphenate the corresponding verb form. For example:

blue-pencil	cold-shoulder	cross-brace	red-line
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PUNCTUATION

Punctuation marks are to the reader what road signs are to the driver. They make it easier to read and understand what someone has written. There are rules, but there are also many exceptions. Some punctuation marks may be substituted for others without changing the meaning of a sentence or without making it less clear. Good sentences usually need few punctuation marks. The U.S. Government Printing Office Style Manual addresses the subject of punctuation in detail.

Apostrophe

Use the apostrophe:

To indicate contractions or omitted letters. For example:

I've (I have) it's (it is) (it has)

In the singular possessive case, add 's when the noun does not end with an s sound. Add only the apostrophe to a noun that ends with an s sound. For example:

man's	Co.'s	Jones'	child's
men's	Cos.'	Joneses'	children's
officer's	hostess'	Schmitz'	lady's
officers'	hostesses'	Jesus'	ladies'

To show possession in compound nouns, add the apostrophe or 's to the final word. For example:

brother-in-law's secretary-treasurer's attorneys general's appointments

To show joint possession in nouns in a series, add the apostrophe or 's to the last noun. For example:

soldiers and sailors' home

To show separate possession in nouns in a series, add the apostrophe or 's to each noun. For example:

John's, Thomas', and Henry's ratings
Soldiers' and Airmen's Home (District of Columbia)
Jan's and Cindy's uncle

To show possession in indefinite pronouns, add the apostrophe or 's to the last component of the pronoun. For example:

someone's desk
somebody else's books
others' homes
each other's books

Do not use the apostrophe:

To form the possessive of personal pronouns.

theirs yours hers its ours

To form the plural of spelled-out numbers, of words referred to as words, and of words already containing an apostrophe. Add 's, however, if it makes the plural easier to read. For example:

twos and threes ifs, ands, and buts ins and outs do's and don'ts
which's and that's

After names of countries and organized bodies ending in s, or after words more descriptive than possessive (not indicating personal possession), except when the plural does not end in s. For example:

United States control United Nations meeting writers handbook

Use of the apostrophe is optional:

To indicate the coined plurals of letters, figures, and symbols. For example:

three R's 5's and 7's +'s RIF's ABC's dots her i's PC's

Brackets

Brackets are commonly used to enclose comments, insertions, corrections [and errors], made by a person other than the author of the quoted material.

Use brackets in pairs:

To enclose a correction.

He arrived at 13 [12] o'clock.

To supply something omitted.

Mr. Adams [arrived] late.

To explain or to identify.

The president pro tem [Arnold] spoke briefly.

To instruct or to add comment.

The report is as follows [read first paragraph]:

To enclose the abbreviation *sic* when it is used to show that an error in a quotation has been recognized but not changed.

It's [*sic*] counterpart is missing.

To enclose parenthetical material appearing within parentheses to avoid the confusion of double parentheses.

The Voyages of the English Nation to America Before the Year 1600, from Hakluyt's Collection of Voyages (1598-1600 [III, 121-128]). Edited by Edmund Goldsmid.

Use a single bracket:

At the beginning of each paragraph, but only at the close of the last paragraph, when extensive material is enclosed.

Colon

Use the colon:

To separate an introductory statement from explanatory or summarizing material that follows. For example:

The board consists of three officials: Chairman, vice chairman, and recorder-secretary.

Give up conveniences; do not demand special privileges; do not stop work: these are necessary while we are at war.

To introduce formal statements, questions, or quotations. For example:

The committee stated the principle thus: "In our foreign relations, people instead of governments are our first concern."

The following question came up for discussion: "What policy should be adopted?"

Note: If the quotation is not more than one sentence, use a comma instead of a colon.

To follow a formal salutation. For example:

Dear Mr. Franklin:
Sirs and Madams:

Ladies and Gentlemen:
To Whom It May Concern:

To separate the hour and the minutes in clock time. For example:

8:15 a.m. 11:59 p.m.

To follow an introductory phrase leading into two or more successive lines and indicating repetition of that phrase. For example:

I recommend that we: Accept the rules; Submit them for review; and Publish them.

To indicate proportion. (Use double colon as ratio sign.) For example:

1:2::3:6

Comma

Use the comma:

To separate words or figures that might otherwise be misunderstood or misread. For example:

Instead of hundreds, thousands came.

To John, Smith was very helpful.

In 1988, 89 managers were promoted.

Out of each 20, 10 are rejected.

What the difficulty is, is not known.

but

She suggested that that be changed.

To set off introductory or explanatory words that precede, break, or follow a short direct quotation. The comma is not needed if a question mark or an exclamation point is already part of the quoted matter. For example:

I said, "Don't you understand the question?"

"I understand it," she replied, "but I disagree with the answer."

"Why?" he said.

"It's unreasonable!" she exclaimed.

To indicate the omission of an understood word or words. For example:

Then he was enthusiastic; now, indifferent.

To separate a series of modifiers of equal rank. For example:

It is a young, eager, and intelligent group.

but

He is a clever young man. (No comma. Final modifier considered part of the noun modified.)

Dash

Use the dash (two hyphens without space before, between, or after):

To mark a sudden break or abrupt change in thought. For example:

He said—and no one contradicted him—"The battle is lost." If the bill should pass—which Heaven forbid!—the service will be wrecked.

To indicate an interruption or an unfinished word or sentence. For example:

He said, "Give me lib—"
Q. Did you see— A. No, sir.

To serve instead of commas or parentheses, if the meaning is clarified by the dash. For example:

These are shore deposits—gravel, sand, and clay—but marine sediments underlie them.

To introduce a final clause that summarizes a series of ideas. For example:

Freedom of speech, freedom of worship, freedom from want, freedom from fear—these are the fundamentals of moral world order.

Exclamation Point

Use the exclamation point to mark surprise, incredulity, admiration, appeal, or other strong emotion, which may be expressed even in a declarative or interrogative sentence. For example:

How beautiful!	Who shouted, "All aboard!"
"Great!" he exclaimed.	(question mark omitted)
O Lord, save Thy people!	

Hyphen

Use the hyphen:

To connect the elements of certain compound words.

mother-in-law	self-control	walkie-talkie
ex-Governor	H-bomb	quasi-academic

To indicate continuation of a word divided at the end of a line.

To separate the letters of a word which is spelled out for emphasis. For example:

d-o-l-l-a-r-s my name is S-m-y-t-h It is M-c not M-a-c.

Parentheses

Use parentheses:

To set off matter not part of the main statement or not a grammatical element of the sentence, yet important enough to be included, and to minimize repetitive use of long and awkward terms or names. For example:

The result (see figure 2) is most surprising.
General Services Administration (GSA)

To enclose a parenthetical clause where the interruption is too great to be indicated by commas. For example:

Three old destroyers (all now out of commission) will be scrapped.

To enclose an explanatory word that is not part of the statement. For example:

The Erie (PA) Tribune News, *but* the Tribune News of Erie, PA.
The Washington (DC) Post, *but* the Post of Washington, DC.

To enclose letters or numbers designating items in a series, either at the beginning of paragraphs or within a paragraph. For example:

We must set forth (1) our long-term goals, (2) our immediate objectives, and (3) the means at our disposal to accomplish both.

To enclose a reference at the end of a sentence. Unless the reference is a complete sentence, place the period after the parenthesis closing the reference. If the sentence contains more than one parenthetical reference, the parenthesis closing the reference at the end of the sentence is placed before the period. For example:

The specimen exhibits both phases (plate 14, A, B). They vary greatly. (See plate 4.)
Note that the word "confirm" is set in italic in the recommendation line. (See sample 6, page 246.)

When a figure is followed by a letter in parentheses, no space is used between the figure and the opening parenthesis. If the letter is not in parentheses and the figure is repeated with each letter, there is no space between the opening parentheses and the figure.

15(a) Classes, grades, and sizes.

15a. Classes, grades, and sizes.

Period

Use the period:

To end a declarative sentence that is not exclamatory and to end an imperative sentence. For example:

He works for Johnson & Sons, Inc.
Do not be late.

To end an indirect question or a question intended as a suggestion and not requiring an answer. For example:

Tell me how the rocket was launched.
May we hear from you soon.

To indicate omission of a word or words within a sentence by typing three spaced periods. At the end of a sentence use four periods spaced to indicate which period ends the sentence. Use spaced periods on a separate line to show omission of one or more paragraphs. For example:

He called (the office) and left. (That was Monday.) He returned Tuesday.
He called . . . and left . . . He returned Tuesday.
"I'd like to . . . that is . . . if you don't mind . . ."
He faltered and then stopped speaking.

To follow abbreviations, unless by usage, the period is omitted. For example:

c.o.d.	NE.	p.m.	
<i>but</i>			
HHS	USDA	qt	NY

Question Mark

Use the question mark:

To indicate a direct query, even if not in the form of a question. For example:

Did he do it?	Can the money be raised? is the question
She did what?	Who asked, "Why?" (Note single question mark.)

To express more than one query in the same sentence. For example:

Can she do it? or you? or anyone?

To express doubt. For example:

He said the boy was 8(?) feet tall.

Quotation Marks

Use quotation marks:

To enclose a direct quotation. Single quotation marks are used to enclose a quotation appearing within a quotation. For example:

"The question before Congress is, "'Can the President take such action on his own initiative?'"

To enclose any matter following the terms called, so-called, known as, entitled, the word, the term, marked, endorsed, or signed. Use them to enclose expressions that are misnomers or slang or when ordinary words are used in an arbitrary way. For example:

Congress passed the act entitled	After the word "treaty"
"An act . . ."	insert a comma.
It was signed "John."	The so-called "investigating" body.

To enclose titles or addresses, articles, books, captions, chapter and part headings, editorials, essays, headings, headlines, hearings, motion pictures and plays (including television and radio programs), papers, short poems, reports, songs, studies, subheadings, subjects, and themes. All principal words are to be capitalized. For example:

An address on "Uranium-235 in the Atomic Age"
The article "Germany Revisited" appeared in the last issue.
Under the caption "Long-Term Treasuries Rise"
The subject was discussed in "Courtwork." (chapter heading)
It will be found in "Part XI: Early Thought."
"Compensation," by Emerson (essay)
"United States to Appoint Representative to U.N." (heading or headline)
In "Search for Paradise" (motion picture); "South Pacific" (play)
A paper on "Constant-Pressure Combustion" was read.
"O Captain! My Captain!" (short poem)
The report "Atomic Energy: What It Means to the Nation"; *but* annual report of the Secretary of the Interior.
Under the subhead "Sixty Days of Turmoil will be found . . ."
The subject (or theme) of the conference is "Peaceful Uses of Atomic Energy." also Account 5, "Management fees."
Under the appropriation "Building of ships, Navy."

Limit quotation marks to three sets (double, single, double) if possible. For example:

"The question is, in effect, 'Can a person who obtains his certificate of naturalization by fraud be considered a "bona fide" citizen of the United States?'"

Place punctuation inside or outside quotation marks, as follows:

Type the comma and the final period inside the quotation marks. Other punctuation marks are placed inside only if they are a part of the quoted matter.

"The President," he said, "will veto the bill."

The trainman shouted, "All aboard!"

Is this what we call a "fax"?

"Have you an application form?"

Who asked, "Why?"

Why call it a "gentlemen's agreement"?

but

Change "the following examples:" to "the following example:".

Semicolon**Use the semicolon:**

To separate independent clauses not joined by a conjunction, or those joined by a conjunctive adverb (such as *consequently*, *therefore*, *however*, *moreover*, etc.). For example:

The report is not ready today; it may be completed by Friday.

The allotment has been transferred to the Production Division; consequently, construction of the partitions must be delayed.

To separate two or more phrases or clauses with internal punctuation. For example:

Robert M. Roman, chairman of the board, will travel in most of southern Europe; in all of the Near East; and, in the event there is time, along the northern, western, and southern coasts of Africa.

If you want your writing to be worthwhile, give it unity; if you want it to be easy to read, give it coherence; and, if you want it to be interesting, give it emphasis.

To separate statements that are too closely related in meaning to be written as separate sentences. For example:

No; we receive one-third.

War is destructive; peace, constructive.

To precede words or abbreviations which introduce a summary or explanation of what has gone before in the sentence. For example:

A writer should adopt a definite arrangement of material; for example, arrangement by time sequence, by order of importance, or by subject.

The industry is related to groups that produce finished goods; i.e., electrical machinery and transportation equipment.

ABBREVIATIONS

Established abbreviations are acceptable in all but the most formal writing. For reading ease, use only well-known abbreviations. If it is desirable to use an abbreviation that may not be familiar to the reader, spell out the word or phrase followed by its abbreviation in parentheses. After this first definition of its meaning, the abbreviation may be used without further explanation.

This part lists abbreviations for names of states, for civil and military titles, and for a few other selected groups of words. For a more complete listing, consult the U.S. Government Printing Office Style Manual.

Capitals, Hyphens, Periods, and Spacing

In general, when abbreviating a word or words, capitalize and hyphenate the abbreviation as in the original word or words. Use a period after each element or the abbreviation, unless through

usage the period is omitted. Allow no spaces after periods except when they follow the initials in names of persons. For example:

EST or e.s.t. (eastern standard time)	J.M. Jones
B.A. (bachelor of arts)	e.g. (for example)
AM or a.m. (ante meridiem)	i.e. (that is)

Omit periods and spaces after initials used as shortened names of Government agencies and other organized bodies, if not contrary to usage. For example:

NIH TVA DOD ARC AFL-CIO USAF

Geographic Terms

You may abbreviate United States when preceding Government or the name of a Government organization, except in formal writing (such as proclamations and Executive orders).

Spell out **United States** when it is used as a noun or when it is used in association with names of other countries as an adjective. For example:

U.S. Government	U.S.S. Brooklyn (note abbreviation for ship)
U.S. Congress	<i>but</i>
U.S. Department of Agriculture	The climate of the United States is moderate.
	British, French, and United States Governments

With the exceptions of the instances noted in the preceding paragraph, the abbreviation **U.S.** is used in the adjective position. However, **United States** should be spelled out when used as a noun. For example:

U.S. foreign policy	<i>but</i>
U.S. economy	foreign policy of the United States
U.S. attorney	the economy of the United States
U.S. attitude	United States Code (legal title)
	United States Steel Corp. (official title)

In other than formal writing, you may abbreviate **Canal Zone**, **Puerto Rico**, **Virgin Islands**, and the names of states of the **United States**. For example:

AL Alabama	KS Kansas	NM New Mexico	VA Virginia
AK Alaska	KY Kentucky	NY New York	WA Washington
AZ Arizona	LA Louisiana	NC North Carolina	WV West Virginia
AR Arkansas	ME Maine	ND North Dakota	WI Wisconsin
CA California	MD Maryland	OH Ohio	WY Wyoming
CO Colorado	MA Massachusetts	OK Oklahoma	CZ Canal Zone
CT Connecticut	MI Michigan	OR Oregon	DC District of Columbia
DE Delaware	MN Minnesota	PA Pennsylvania	GU Guam
FL Florida	MS Mississippi	RI Rhode Island	PR Puerto Rico
GA Georgia	MO Missouri	SC South Carolina	VI Virgin Islands
HI Hawaii	MT Montana	SD South Dakota	
ID Idaho	NE Nebraska	TN Tennessee	
IL Illinois	NV Nevada	TX Texas	
IN Indiana	NH New Hampshire	UT Utah	
IA Iowa	NJ New Jersey	VT Vermont	

Addresses

Words in an address are usually spelled out. Where brevity is required, abbreviations following a name or a number may be used. For example:

Cir.—Circle	Sq.—Square	Dr.—Drive	NW.—Northwest
St.—Street	Bld.—Boulevard	Ct.—Court	SW.—Southwest
Ave.—Avenue	Ter.—Terrace	Pl.—Place	SE.—Southeast
Bldg.—Building		NE.—Northeast	

Do not abbreviate **county**, **fort**, **mount**, **point**, and **port**.

Other commonly accepted abbreviations appearing before numbers are:

APO—Army post office	RR—rural route
FPO—fleet post office	RFD—rural free delivery

Names and Titles

Use abbreviations in firm names as they are shown on the firm's letterhead. For example:

J. Dillard & Sons, Inc.

Where brevity in company names is required, the following abbreviations may be used:

Bro.—Brother	Inc.—Incorporated
Bros.—Brothers	&—and
Co.—Company	Ltd.—Limited
Corp.—Corporation	

Do not abbreviate **Company** and **Corporation** in names of **Federal Government** units. For example:

Saint Lawrence Seaway Development Corporation
Metals Reserve Company
Panama Railroad Company
Commodity Credit Corporation

In other than formal usage, you may abbreviate a civil or a military title preceding a name if followed by a given name or initial; but abbreviate **Mr.**, **Ms.**, **Mrs.**, **M.**, **MM.**, **Messrs.**, **Mses.**, **Mlle.**, **Mme.**, and **Dr.**, with or without a given name or initial. For example:

Gov.—Governor	Prof.—Professor
Lt. Gov.—Lieutenant Governor	Supt.—Superintendent

Use the following abbreviations after a name:

Jr., Sr.	Degrees: M.A., Ph.D., LL.D.
2d, 3d, II, III (not preceded by a comma)	Fellowships, orders, etc.: F.R.S., K.C.B.

Sr. and **Jr.** should not be used without given name or initials, but may be used in combination with any title. For example:

President A.B. Jones, Jr.; A.B. Jones, Jr.; *not* Jones, Jr., or Mr. Jones, Jr.

Do not use titles such as Mr., Ms., and Dr. in combination with another title or with abbreviations indicating academic degrees. For example:

John Jones, A.B., Ph.D.; *not* Mr. John Jones, A.B., Ph.D.
Dick Roe, M.D.; *not* Dr. Dick Roe, M.D., *or* Mr. Dick Roe, M.D.

When the name is followed by abbreviations designating religious and fraternal orders and academic or honorary degrees, arrange the abbreviations in this sequence: Orders (religious first); theological degrees; academic degrees earned in course; and honorary degrees in order of bestowal. For example:

Jeanne J. Jones, D.D., M.A., D.Lit.
Richard R. Row, C.E.C., Ph.D., LL.D

Parts of Publications

Abbreviations may be used to designate parts of publications mentioned in parentheses, brackets, footnotes, lists of references, and tables, and followed by figures, letters, or Roman numerals. For example:

app., apps.—appendix, appendixes
art., arts.—article, articles
bull., bulls.—bulletin, bulletins
ch., chs.—chapter, chapters
col., cols.—column, columns
ed., eds.—edition, editions
fig., figs.—figure, figures
No., Nos.—number, numbers
p., pp.—page, pages

par., pars.—paragraph, paragraphs
pl., pls.—plate, plates
pt., pts.—part, parts
sec., secs.—section, sections
subch., subchs.—subchapter, subchapters
subpar., subpars.—subparagraph, subparagraphs
subsec., subsecs.—subsection, subsections
supp., supps.—supplement, supplements
vol., vols.—volume, volumes

Terms Relating to Congress

You may use abbreviations for the words *Congress* and *session* when these words are used in parentheses, brackets, footnotes, sidenotes, lists of references, and tables. For example:

101st Cong., 1st sess. 1st sess., 101st Cong.
Public Law 84, 92d Cong.

Calendar Divisions

When brevity is required, you may abbreviate the names of months (except May, June, and July) when used with day or year, or both. For example:

Jan. Feb. Mar. Apr. Aug. Sept. Oct. Nov. Dec.

The names of days of the week are preferably not abbreviated. If they are, use the following forms:

Sun. Mon. Tues. Wed. Thurs. Fri. Sat.

NUMERALS

Whether to express a number in figures or to spell it out is often a troublesome choice. This part covers most of the principles needed to make a choice. It first treats numbers that are spelled out. Then it deals with numbers that are expressed in figures, confining the rules to small numbers (usually those under a thousand). The third area covers large numbers, some of which may be written in text by combining figures and words. Further instructions on writing numerals may be found in the U.S. Government Printing Office Style Manual.

Guidance for choosing the best method of expressing a number follow:

- Spell out numbers at the beginning of a sentence. Numbers under 10 should be spelled out, except when they express time, money, or measurement; these are always typed as numerals.
 - Arabic numerals are preferable to Roman numerals.
 - Except in legal documents, avoid repeating in numerals a number which has been spelled out.

Numbers Spelled Out

Single numbers of less than 10 within a sentence. For example:

six goals and objectives	five recommendations
three times as large	seven agencies

Numbers of less than 100 preceding a compound modifier containing a figure. For example:

two 3/4-inch boards	<i>but</i>
twelve 6-inch rulers	120 5-by-8-inch writing pads

Round numbers and indefinite expressions. For example:

a hundred cows, dollars, men
but
100-odd pupils, 250-fold

the early seventies
but
the 1870's (not the 70's)

in the nineties
but
the 1990's
not
the 90's, or the '90's

midsixties
but
mid-1961

a thousand and one reasons
less than a million dollars

Numbers used with serious and dignified subjects and in formal writing. For example:

the Thirteen Original Colonies
millions for defense *but not* one cent for tribute
in the year twenty hundred; *not* in the year two thousand

Large numbers denoting amounts which are formally spelled out, as in legal work, are expressed as follows: For example:

one thousand six hundred and twenty (1,620)
eight thousand and ninety-two (8,092)
fifty-two thousand one hundred and ninety-five (52,195)
nine hundred and seventy-three thousand eight hundred and eighty-two (973,882)

Fractions standing alone or followed by "of a" or "of an." For example:

one-half inch
one-half of an allotment; *not* 1/2 of an allotment
but
1/2 to 1-3/4 pages
three-fourths of an inch; *not* 3/4 inch *or* 3/4 of an inch

Ordinal numbers less than 10. For example:

First Congress ninth century eighth parallel
Second Street Ninth Street Bridge
but 14th Street Bridge

Numbers Expressed in Figures

Single numbers of 10 or more within a sentence. For example:
50 ballots 25 computers nearly 10 miles about 40 employees

Serial numbers. (Commas are not used in serial numbers.) For example:

Bulletin 725 pages 352-357 963-6427 1900 19th Street 290 U.S.C. 325

Quantities, measures, and time. For example:**Ages**

6 years old
a 6-year-old
at the age of 6 (years implied)
52 years 10 months 6 days (no commas)

Dates

June 1990; June 20, 1990
not June, 1990, or June 20th, 1990

March 6 to April 15, 2000
not March 6, 2000, to April 15, 2000
15 March 2026 (military)

4th of July,
but
Fourth of July, meaning the holiday

the 1st [day] of the month,
but
the last of April *or* the first of May, *not* referring to specific days

Decimals

Place a zero before a decimal where there is no unit, except in market quotations. Omit decimal point and zeros after a number unless the zero is needed to indicate exact measurement. For example:

0.25 inch 1.25 inches gage height 10.0
approximately 10 feet sugar, .03; *not* 0.03 (market quotation)

Degrees

longitude 77° 08' 06" E. (spaces omitted) an angle of 57°
latitude 49° 26' 14" N. *but*
140° temperature; 60° C two degrees of justice

Market quotations

4-1/2 percent bonds Treasury bonds sell at 95
Metropolitan Railroad, 109 gold, 420

Mathematical expressions

multiplied by 3 divided by 6 a factor of 2

Measurements

7 meters, yards, miles, acres, bushels, gallons

8 by 12 inches

2 feet by 1 foot 8 inches by 1 foot 3 inches

20/20 vision 2,500 horsepower 6-pounder

*but*tenpenny nail; fourfold; three-ply; five votes; six bales; two dozen; one gross;
zero miles; seven-story building**Money**\$0.75 *or* 75 cents

0.5 cent \$3.65

\$3 per 200 pounds (not \$3.00)

but

\$3.00 to \$3.65

*but*two pennies, three quarters,
one half, six bits, etc.**Percentages**

a salary increase of 5.5 percent

a 5.5-percent salary increase

5.5 percentage points

0.5 percent *or* one-half

of 1 percent

50-50 (colloquial expression)

Proportion

1 to 4

1:62,500

1-3-5

Time

6 hours 8 minutes 20 seconds

10 years 3 months 29 days

400 years; 30 years

but

four centuries, three decades

10 o'clock *or* 10 p.m.*not*10 o'clock p.m. *or* 10:00 p.m.half past 4 *or* 4:30 a.m.

12 noon; 12:01 p.m.

12 midnight; 12:01 a.m.

1300 (military time)

not

1300 hours

Unit modifiers

5-day week

8-hour day

but

8-year-old wine

10-foot pole

a two-story house

a five-member board

\$20 million airfield

Ordinal numbers of 10 or more

21st century

102d Congress

20th Congressional District

17th region

171st Street

200th Place

Large Numbers

Large numbers are usually expressed in figures; however, numbers from a million up which end in four or more zeros may be expressed in text by combining figures and words. Preference is based on the ease with which the number can be grasped in reading. For example:

Amount expressed in figures	Preferable in text	Acceptable in text
299,789,665	299,789,665	
\$1,200,390,180	\$1,200,390,180	
\$12,000,000	\$12 million	12 million dollars.
\$1,000,000,000*	\$1 billion	1 billion dollars or one billion dollars.
3,250,000*	3.25 million	3-1/4 million or three and one-fourth million or three and one-quarter million.
750,000,000*	750 million	3/4 billion or three-fourths of a billion or three-quarters of a billion.
9,000,000 to	9 million to	nine million to
1,000,000,000.*	one billion	one billion

* Correct for tabular work and for text when used with other numbers ordinarily written in figures, as \$12,000,000 and \$9,250,000.

WORD DIVISION

It is preferable that correspondence not contain hyphenated words. However, when words must be divided, they should be separated between syllables. One-syllable words are never divided. Guidelines on proper syllabic division may be found in the U.S. Government Printing Office Style Manual's supplement Word Division and in any dictionary.

Divide Words

So that the part of the word at the end of the line suggests to the reader the whole word. For example:

capac-ity *not* capa-city extraor-dinary *not* extra-ordinary

After a vowel, if the vowel itself is a separate syllable within a word. For example:

physi-cal *not* phys-ical particu-lar *not* partic-ular
sepa-rate *not* sep-arate criti-cism *not* crit-icism

Between the components of solid compounds. For example:

rail-road proof-reader

At the hyphen in hyphenated compounds. For example:

courts-martial above-mentioned

Between adjoining vowels in separate syllables. For example:

estu-ary gene-alogy cre-ation

After prefixes of three or more letters. For example:

ante-date tri-color inter-leaving trans-portation

Before suffixes of three or more letters. For example:

port-able handwrit-ing correspond-ing

After the second consonant of double consonants ending a root word, when followed by a suffix. For example:

access-ing express-ing

Between double consonants that are doubled because a suffix is added. For example:

remit-ted thin-ning program-ming

According to their grammatical function. For example:

pro-gress (verb)	in-va-lid (noun)	<i>hut</i>
prog-ress (noun)	in-val-id	proc-ess (noun, verb)
pro-ject (verb)	(adjective)	pro-test (noun, verb)
proj-ect (noun)	re-cord (verb)	
steno-rapher (noun)	rec-ord (noun)	
steno-graphic	pro-duce (verb)	
(adjective)	prod-uce (noun)	

Do Not Divide Words

At the ends of more than two consecutive lines.

Of five or fewer letters, even though containing more than one syllable. For example:

avoid begin into also every area

Between a one- or a two-letter terminal syllable and the rest of the word. For example:

ammonia proceeded period

Between a one- or two-letter initial syllable and the rest of the word. For example:

identify around behavior

At the end of a page.

So that the last word of a paragraph is hyphenated.

Do Not Separate Closely Related Word Units

Avoid separating words that are closely associated with one another, such as the elements of dates and of proper names, groups of initials and surnames, and abbreviated titles (Dr., Mrs., etc.) and names. When absolutely unavoidable—

- Dates containing month, day, and year may be divided by carrying the year over to the next line.
- Proper names may be divided by placing the last name on the next line.
- Do not separate figures, letters, or symbols from their accompanying words when used as a group. For example:

Chapter III Article 14 1234 Fifth Street NW \$125.35

BIBLIOGRAPHY

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Among a secretary's basic tools are the U.S. Government Printing Office Style Manual and a good dictionary. Many Government secretaries also need the Congressional Directory and the U.S. Government Manual. Good references on grammar, writing, editing, and secretarial practices are useful. When various authorities differ on editorial practices, the U.S. Government Printing Office Style Manual should be considered the final authority.

Books

Becker, Esther R., and Evelyn Andera. *The Successful Secretary's Handbook*. New York: Harper and Row, 1984.

A guide for secretaries and administrative assistants on the tasks performed in the office. The material is arranged according to the function of the secretary.

Clark, James L., and Clark, Lynn R. *HOW 5: A Handbook for Office Workers*. Boston: PWS-Kent Publishing Co., 5th ed., 1988.

An easy-to-use reference manual covering punctuation, grammar, capitalization, number usage, forms of address, abbreviations, proofreading, document formats, and other subjects related to the preparation of written business communications.

Doris, Lillian, and Bessemay Miller. *Complete Secretary's Handbook*. Englewood Cliffs, N.J.: Prentice Hall, Inc., 1988.

A reference text on techniques for usual and advanced secretarial duties, letterwriting, supervisory relations, etc., including a bibliography of basic sources of information (encyclopedias, fact books, atlases, dictionaries, and specialized business and Government references).

Fries, Albert C. et al. *Applied Secretarial Procedures*. New York: McGraw-Hill, 7th ed., 1973.

Covers the whole field of secretarial duties in basic fashion, with many questions and problems at the end of each chapter to check on a reader's progress.

Gavin, Ruth E. and W. A. Sobin. *Reference Manual for Stenographers and Typists*. New York: Gregg-Publishing Division McGraw-Hill, 1970.

A handbook on dictation, transcribing, typewriter use, letterwriting, telegrams, spelling, capitalization, punctuation, grammar, and typing formats.

Hutchinson, Lois Irene. *Standard Handbook for Secretaries*. New York: McGraw-Hill, 8th ed., 1969.

A thorough, wide ranging reference manual on all phases of office practice.

Perrin, Porter G. *Reference Handbook of Grammar and Usage*. New York: Morrow, 1972.

A reference and guidebook that presents a realistic description of current American usage and style.

Whalen, Doris H. *The Secretary's Handbook*. New York: Harcourt, Brace, Jovanovich, Inc., 4th ed., 1983.

A reference manual on grammar, word usage, and the conventions of office procedure, suitable for use as a textbook or as a handbook for the secretary on the job.

Zoubeck, Charles E. et al. *20,000 Words*. New York: Gregg Division, McGraw-Hill, 8th ed., 1985.

A dictionary, without definitions, of the 20,000 words most frequently used by stenographers - a reference for spelling and word division.

References

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A catalog of supply items for sale to Government agencies through GSA's Federal Supply Service.

National ZIP Code Directory. Washington: U.S. Postal Service, 1989, USPS Publication 65.

Lists ZIP codes for all U.S. cities and towns, as well as those for Government agencies located in Washington, D.C.

Official Airline Guide. Monthly.

Gives complete schedules and fares for all U.S. airlines.

Official Congressional Directory. Washington: U.S. Government Printing Office. Annual.

Contains (1) names and addresses of Members of Congress, biographical sketches, and committee assignments; (2) names, titles, and addresses of chief officers of agencies of the executive branch, judicial branch, and District of Columbia; (3) names of foreign diplomatic representatives and the location of foreign consular officers in the United States; (4) names of U.S. diplomatic representatives abroad and the location of U.S. consular offices; and (5) names of members of press galleries.

Random House College Dictionary. New York: Random House, 1988.

A new approach to dictionaries. One that reflects a compromise between the authoritative and permissive approaches to language usage.

Roget's International Thesaurus. Revised by Robert L. Chapman. New York: Thomas Y. Crowell Co., 4th ed., 1977.

The complete book of synonyms in American and British usage. Basic classification of words by ideas, giving not only synonyms of a word but all related words and expressions. (Also available in dictionary form.)

Telephone Directories (agency and city). Annual.

United States Government Manual. Washington: U.S. Government Printing Office, annual.

Describes the purposes, functions, and operations of each agency of the Federal Government and lists executive personnel. Appendix B shows representative publications of Government agencies. Appendix C gives a key to subjects in the Code of Federal Regulations.

U.S. Government Printing Office Style Manual. Washington: U.S. Government Printing Office, 1984.

Standard Government guide for preparing and editing copy to be printed. Contains standard Government practices for capitalizing, spelling, compounding, punctuating, and abbreviating, with suggestions and instructions to authors and editors. A pocket-sized supplement giving basic rules of word division and examples of more than 12,500 words divided into syllables is also available. (1987).

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An alphabetically arranged list of words with suggested synonyms and references to antonyms.

Webster's Ninth New Collegiate Dictionary. Springfield, Mass.: Merriam-Webster, 1985.

An accepted authority on spelling for Government publications. Based on Webster's new International Dictionary (unabridged), the Appendix contains (1) abbreviations, (2) signs and symbols, (3) biographical data, (4) a pronouncing gazetteer, (5) list of colleges and universities, etc.

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